

Benefits/Debt Adviser

Information Pack

This pack contains the following information:

- Job Details
- The Application Process
- Overview of EFP
- Job Description
- Person Specification
- Benefits
- Entitlement to work in the UK

Job Details

Job title:	Benefits / Debt Adviser
Reporting to:	Money Advice Service Manager
Direct Line Reports:	None
Contract Type:	Permanent contract
Hours:	Negotiable
Work Pattern:	Monday – Friday 09:00-17:00 (start and finish times are flexible)
Salary:	£23,000 – £28,000
Location:	Hybrid between home, foodbank drop-ins and office

The Application Process

Application deadline: No set date, application are welcome at any time.

Interview date: Interviews will be held as applications are received.

Interview location: In person, Edinburgh.

Interview format: 45-minute interview plus 30 minute skills test

Please complete our equal opportunities monitoring form: <https://forms.office.com/r/dmMWp0vFTa>

Please email your CV and cover letter to recruitment@edinburghfoodproject.org

About Edinburgh Food Project

Edinburgh Food Project was established in 2012 with the aim of reducing the effects of food poverty in Edinburgh by providing emergency food parcels to those in the community most in need. Over the last three years, we have been transitioning our 7 foodbank centres into “More than Food” hubs to allow our clients to access dedicated support to help them with their immediate and underlying problems to reduce/eliminate their need for food bank assistance and build their financial resilience for the future.

Edinburgh Food Project are now going through a period of change, developing their strategy to reflect the Scottish Government Consultation: Ending the need for foodbanks, and the Poverty Commission’s Report, A Just Capital.

About the Money Advice Service

Edinburgh Food Project provides a free, impartial and confidential service, tailored to meet the needs of our clients. The Money Advice Service is a holistic service, providing specialist advice and support with:

- Personal Debt and money
- Applying for benefits
- Budgeting
- Welfare rights
- Energy advice
- Employability
- Accessing Mental Health and Wellbeing services
- Applying for grants
- Foodbank referrals

Job Description

Working within the Money Advice Service, the role of Benefits, Budget & Debt Adviser supports clients with a range of debt (and related) issues, providing advice and information in person, via email and on the phone.

The successful candidate will use independent information sources and internal tools available to provide holistic debt and/or benefits advice, reviewing and translating complex information to clients to ensure they understand the options available to them.

To be successful, you will have recent experience of delivering generalist advice on a wide range of topics, such as debt, housing and welfare, in line with the Scottish National Standards. In addition you will have excellent communication and IT skills and have the ability to analyse, interpret and record information to the required quality standards.

Responsibilities

- 1. Advice work and support**
 - Deliver advice and support to individuals and families who are using a foodbank or have used a foodbank in the past
 - Work confidently in a foodbank setting
 - Deliver advice remotely by phone and email
 - Ensure accurate information and advice is given
 - Assist in audit processes
 - Attend training relevant to the Financial Inclusion sector to ensure knowledge and understanding of current legislation is up to date

- 2. Case Management**
 - Carry a specialist case load and deliver ongoing support to clients
 - Manage referrals to external agencies and partner organisations

- 3. Project reporting and statistics**
 - Ensure that accurate, legible and comprehensive case records are kept (in line with FCA and SNS)
 - Ensure that accurate statistics are available for reports as required

- 4. Other duties**
 - Take responsibility for maintaining records and completing reports on work and activities as required for funders and auditors
 - Adhere to the policies and procedures of Edinburgh Food Project
 - Any other reasonable tasks as requested by the senior management team

Person Specification

Essential criteria

- Significant experience in an advice delivery (benefits and/or debt) in a paid or voluntary capacity
- Recent experience of delivering advice in the key areas of welfare rights, benefits and/or debt (up to Type 3 of Scottish National Standards)
- Ability to empathise with clients who have complex needs and are experiencing food poverty
- Good critical thinking and research skills
- Good interpersonal skills and case recording ability
- Ability to establish and maintain good relationships with EFP staff, volunteers and partner agencies
- Ability to communicate effectively with third parties on behalf of the client
- Ability to work independently, under pressure, and with limited resources when required
- Excellent communication and IT skills
- Ability to prioritise weekly/daily workload, including referrals, to meet the needs of clients
- An understanding of Data Protection and GDPR responsibilities
- A valid driving license and own vehicle

Desirable Criteria

- Experience and understanding of the voluntary sector
- Experience in working effectively in outreach settings
- Experience of networking with groups and organisations
- Demonstrable commitment to the aims and principles of Edinburgh Food Project

Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that Edinburgh Food Project does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.

Employee Benefits

Compensation

- We are an accredited Living Wage Employer!
- Competitive salary



Holiday

- 34 days annual leave, which includes 9 bank holidays.

Pension

- We'll automatically enroll you into our pension scheme
- We offer a 4% minimum employer contribution and will match your contribution up to a maximum of 8%
- You'll need to pay at least 4% too, but you can opt to add more for the tax benefits!
- You can opt out if you'd prefer not to have a pension at all

Health and Wellbeing

- Generous paid sick leave for both physical and mental health.
- 1 week full pay, in your probationary period
- 4 weeks full pay and 4 weeks half pay thereafter

Family

- Maternity pay – 1st 16 weeks full pay, 2nd 16 weeks half pay
- Paternity pay – 5 weeks full pay
- Paid adoption and shared paternal leave also available.

Business Travel

- 0.45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences.

