

Triage Adviser Information Pack

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Job Details

Job title:	Triage Adviser
Reporting to:	Money Advice Service Manager
Direct Line Reports:	None
Contract Type:	Permanent contract
Hours:	Negotiable
Work Pattern:	Negotiable
Salary:	£21,537 - £23,460 (pro-rata)
Location:	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY

The Application Process

Application deadline: Wednesday 29th March 2023

Interview date: Friday 7th April 2023

Interview location: In person, Edinburgh

Interview format: 45-minute interview

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.

Job Description

Purpose of Role:

The role of Triage Adviser is to support clients by offering them initial advice and support with welfare benefits and money management, including referring to other organisations. In addition, the role involves general administrative tasks such as answering phone calls and emails, creating client records, and arranging appointments with Money Advice Service advisers.

Responsibilities and Duties

1. Advice work and support

- Triage clients referred to the foodbank via Scottish Welfare Fund, direct to EFP and MAS helpline, including: carrying out benefit summaries, referrals for energy support, foodbanks and other organisations, income and expenditure summaries etc.
- Signpost clients to external agencies and partner organisations
- Create client records using Advice Pro, including: verifying client information for accuracy and make amendments when necessary and making clients aware of how their data is stored and used (GDPR)
- Attend training relevant to the Financial Inclusion sector

2. Support MAS administrative functions

- Create debt packs to be sent to clients, including creating template letters and ensuring documents are accurate and up to date
- Scan and record letters received for advisers ensuring information is stored securely
- Process stationery requests from MAS advisers
- Take minutes at team meetings

3. Data reporting and statistics

- Maintain referring agency and agent data on the TT database
- Collate statistical data from AdvicePro
- Complete client feedback questionnaire calls
- Collate case studies of client success stories

4. Other duties

- 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

- Experience in a fast-paced administrative role
- 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

Desirable Criteria

- Experience in an advice delivery (benefits and/or debt) in a paid or voluntary capacity
- Experience and understanding of the voluntary sector
- 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

- 45p per mile paid for business travel

Learning

- Learning budget for training courses and conferences.

