

## Triage Adviser Information Pack

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## Job Details

<b>Job title:</b>	Triage Adviser
<b>Reporting to:</b>	Money Advice Service Manager
<b>Direct Line Reports:</b>	None
<b>Contract Type:</b>	Permanent contract
<b>Hours:</b>	up to 37.5 hours
<b>Work Pattern:</b>	Monday – Friday 09:00-17:00, later start/earlier finish will be considered
<b>Salary:</b>	£21,537 - £23,460 (pro-rata)
<b>Location:</b>	Edinburgh

## The Application Process

**Application deadline:** Wednesday 23<sup>rd</sup> August 2023

**Interview date:** Thursday 7<sup>th</sup> September 2023

**Interview location:** In person, Edinburgh

**Interview format:** 45-minute interview. Competency-based questions will be sent out to candidates in advance of the interview together with timings and information about the selection panel. There may also be one or two small tasks to complete that will be relevant to the job.

**Submitting your application:**

Please send your CV to [recruitment@edinburghfoodproject.org](mailto:recruitment@edinburghfoodproject.org) together with a statement telling us how you meet the Person Specification and why you are interested in working at Edinburgh Food Project (no more than two sides of A4 or 1250 words).

Please also complete our [Equality and Diversity monitoring form](#).

## 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.

## 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. We are transitioning our seven 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 foodbank assistance and build their financial resilience for the future.

### Foodbank:

As well as food, people can also pick up toiletries, nappies, essential cleaning products, and dog and cat food. The parcels give immediate help in an emergency situation, reducing hunger and worry, and meaning people are in a better place to deal with the other issues that are facing them.

### More Than Food:

In addition to these essential emergency supplies, people visiting our foodbanks can get help with other issues like housing, employment and health, helping break the cycle of poverty for good.

### Money Advice Service:

We are working towards a world where there is no need for foodbanks. We run an FCA accredited money advice service with a team of specialist advisers who can help people access the benefits they are entitled to.

*“The foodbank was there when we really needed it, it was an absolute lifeline.”*

*“I have a passport now and birth certificate. I won my appeal for PIP... A massive thanks to you and EFP.”*

*“You have made my day today, thanks for being so helpful.”*

## About the Community Hub

The Community Hub is Edinburgh Food Project’s brand-new service. The Community Hub brings together our foodbank centre, Money Advice Service, and More Than Food partners to provide our clients free, holistic, and accessible support all under one roof. We are partnering with the Thistle Foundation to offer our services from their Wellbeing Centre in Craigmillar.

## 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

1. Experience in a fast-paced administrative role
2. Ability to empathise with clients who have complex needs and are experiencing food poverty
3. Good critical thinking and research skills
4. Good interpersonal skills and case recording ability
5. Ability to establish and maintain good relationships with EFP staff, volunteers and partner agencies
6. Ability to communicate effectively with third parties on behalf of the client
7. Ability to work independently, under pressure, and with limited resources when required
8. Excellent communication and IT skills
9. Ability to prioritise weekly/daily workload, including referrals, to meet the needs of clients
10. An understanding of Data Protection and GDPR responsibilities

### Desirable Criteria

1. Experience in an advice delivery (benefits and/or debt) in a paid or voluntary capacity
2. Experience and understanding of the voluntary sector
3. Demonstrable commitment to the aims and principles of Edinburgh Food Project

## Employee Benefits

### Remuneration

- 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

### Business Travel

- 45p per mile paid for business travel

### Learning

- Learning budget for training courses and conferences.

### 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 followed by 4 weeks half pay thereafter
- Access to Edinburgh Bicycle Co-op's Bike to Work Scheme
- Unlimited mental health consultations (for mild to moderate conditions), lifestyle coaching and wellbeing assessments

### Family

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

### Death in Service

- 3x your annual salary
- Access for you and eligible family members to financial support, legal support, wellbeing content, discounts and savings

