

Support Officer (Welfare Rights Team)

Information Pack

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Job Details

Job title:	Support Officer (Welfare Rights Team)
Reporting to:	Money Advice Service Manager
Direct Line Reports:	None
Contract Type:	Permanent contract
Hours:	up to 37.5 hours
Work Pattern:	Monday – Friday 09:00-17:00
Salary:	£23,690 – 25,806 (pro-rata)
Location:	New Lairdship Yards, Broomhouse Road, Edinburgh, EH11 3UY

The Application Process

Application deadline: Friday 24 November 2023

Interview date: Tuesday 12 December 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 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 1000 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.

The position is subject to a [basic disclosure criminal records check](#).

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 the Support Officer within the Welfare Rights Team is to support clients who contact the office by email or telephone, offering them initial advice and support with welfare benefits, money management and emergency food, and referring to other organisations. In addition, the role involves general administrative tasks such as responding to emails and messages, creating client records, and arranging appointments with Money Advice Service advisers.

Responsibilities and Duties

1. Advice work and support

- Triage people referred to the foodbank via Scottish Welfare Fund, and those who contact EFP directly, including information gathering, benefit checks, referrals for energy support and emergency food.
- Signpost people to external agencies and partner organisations
- Create client records using Advice Pro, including verifying client information for accuracy and make amendments when necessary, ensuring people are aware of how their data is stored and used (GDPR)
- Form completion with clients – for example Social Welfare Fund crisis and community grants
- Attend training relevant to the post

2. Support MAS administrative functions

- Create debt packs to be sent to people, including creating template letters and ensuring documents are accurate and up to date and completion of income and expenditure forms
- Scan and record letters received for advisers ensuring information is stored securely on Advice Pro
- Take minutes at team meetings
- Collate statistical data
- Collate case studies of client success stories

3. 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 working in a fast-paced and demanding environment
2. Ability to empathise with and build rapport with clients from diverse backgrounds who are experiencing complex needs, including food poverty
3. Strong critical thinking and problem-solving skills
4. Excellent communication and interpersonal skills, both written and verbal, including the ability to record case notes accurately and concisely
5. Ability to build and maintain positive relationships with EFP staff, volunteers, and partner agencies
6. Ability to represent clients effectively to third parties, such as government agencies and social service providers
7. Ability to work independently and under pressure, with limited resources when necessary
8. Excellent proficiency in Microsoft Office Suite and other relevant software
9. Ability to prioritize and manage workload effectively, including referrals, to meet the needs of clients
10. Understanding of and commitment to Data Protection and GDPR principles and practices

Desirable Criteria

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

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 enrol 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 – 1st 16 weeks full pay, 2nd 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, and discounts and savings

