

## Job Description and Person Specification

<b>Post:</b>	Cost of Living Project Worker (B)
<b>Reporting to:</b>	Chief Executive
<b>Responsible for:</b>	None
<b>Terms:</b>	Fixed term of twenty-six weeks from date of commencement
<b>Salary:</b>	£14.26 per hour
<b>Working pattern</b>	Ten hours per week for twenty-six weeks (260 hours) to be worked late afternoon /early evenings Monday to Friday, and / or daytime weekends. Exact working pattern to be agreed with candidate.
<b>Pension:</b>	3% employer / 5% employee
<b>Closing date:</b>	5pm Friday 22 August 2025

### Overview

In partnership with the local authority, we manage Southside Community Centre, where we have four spaces available for community use. We let out these spaces to others to provide a wide range of community activities and we use the spaces to deliver a variety of our own activities and services.

As a result of identified community need for ongoing support during the cost-of-living crisis we are looking for someone to support us in our mission to challenge poverty by supporting citizens to claim welfare benefits to which they are entitled.

There are an abundance of online entitlement calculators which provide people with an indication of their possible entitlement, however only those who have internet access, have a good ability to read and type in English and are confident can access such online tools. For people who work in the daytime during the week there are often challenges to access in person support as many services in Edinburgh operate standard day time operating hours.

To assist with addressing these issues you will support citizens to use online calculators to identify what unclaimed benefits they may be entitled too. You will then arrange for them to have a face-to-face session with our Welfare Rights and Debt Advisor, or sign post them to other similar services, so that they may receive help to submit relevant applications.

*You will not make any decisions as to whether someone is entitled to a particular benefit, or not. Or the value of such entitlement. You will provide them with an indication of such information based on the calculator tool used. Only the Department for Work and Pensions and / or Social Security Scotland can make any decision as to someone's entitlement to any welfare benefits.*

Our other current initiatives to challenge poverty are.

- (1) **Welfare Rights and Debt Advisor:** We employ a full-time specialist advisor who can support citizens to manage their finances, including increasing the income and managing their debt.
- (2) **Warm and welcoming spaces:** Over the colder winter months we'll be providing two warm and welcoming sessions per week, where local people can gather to make connections, take part in activities, benefit from a well heated space and enjoy some hot drinks.

Training will be provided; no experience or specialist knowledge of benefit entitlement is required.

This post is funded by City of Edinburgh Council (Southside/Newington Community Grants Fund).

### **Major tasks & activities**

1. **Supporting citizens to use online income maximisation tools.** You will support and guide citizens through the process of using a benefit entitlement calculator. Respecting their privacy, circumstances and maintaining their dignity.
2. **Providing excellent customer service.** You will provide a warm, approachable, empathetic and enthusiastic presence to service users and other centre users.
3. **Create and maintain records.** You will gather and record basic information from clients to be used for monitoring and evaluation, which you will store securely and treat as private and confidential.
4. **Promoting our services which challenge poverty.** You will assist in promoting our services through word of mouth with clients and on occasion utilising our website and social media channels. You may from time to time carry out outreach work by supporting clients in other community centres.

### **Other tasks & activities**

Working in a community centre requires a willingness to take on a few ad hoc small tasks and activities to support the smooth running of the centre.

## Person specification

<b>Knowledge and Experience</b>	<b>Essential</b>	<b>Desirable</b>
Experience of working with a diverse range of community groups	✓	
Experience of working within a similar setting		✓
Experience of working in a similar role		✓
Knowledge of available benefits / benefit entitlement		✓
Knowledge of cost of living support services available in Edinburgh		✓
<b>Aptitudes, Skills and Qualities</b>		
Ability to prioritise and manage own workload	✓	
Ability to work safely to avoid accidents, near misses, illness or injury to yourself or others.	✓	
Ability to use a laptop and standard software such as word and outlook. And, to access and use the internet.	✓	
Appreciation of the importance of confidentiality	✓	
Excellent written and oral communication skills	✓	
Strong empathy and listening skills	✓	