



www.sufra-nwlondon.org.uk

Registered Charity No. 1151911

Welfare Advisor

Salary:	£28,000 per annum
Hours:	5 days/week including occasional evenings and weekends
Contract:	Permanent
Annual Leave:	4 weeks pro rata + statutory holidays
Responsible to:	Programs and Services Manager
Location:	Stonebridge, London Borough of Brent

About Sufra

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of services and activities designed to address the root causes of poverty and homelessness. Our services include:

- **Food Bank:** Last year, we provided emergency food aid to around 3,000 people who cannot afford the basic cost of living. Access is strictly by referral from one of our 60 registered local referral agencies and access is typically limited to four food parcels a year.
- **Community Kitchen:** We serve a freshly cooked three-course vegetarian meal every Friday evening. Referrals are not required; the service is open to the community. Last year we served over 2,000 meals, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.
- **Welfare Advice Service:** Our Welfare Advisor helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties.

The support we provide is ongoing and tailored to the needs of the individual – no matter how long it takes.

- **Food Academy:** An AQA accredited 6-week cookery course that teaches young people about nutrition and healthy eating as well as food preparation and kitchen skills. The course is designed to increase community cohesion, reduce social isolation and improve the health and wellbeing of the families we support.
- **Refugee Support:** Our Refugee Resettlement Programme helps newly arrived refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community. We offer cultural trips, access to ESOL classes, support groups, orientation classes and events to improve integration and independence.
- **Employment Training:** We regularly run programmes designed to empower the long-term unemployed to find work by gaining professional skills and experience. Our accredited courses also help with CV writing, work experience and finding work.
- **St. Raphael's Edible Garden:** We've worked with local residents to turn an abandoned space on the estate into a Community Garden, where we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching tipi, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our dedicated volunteers to ensure that we can deliver our services, and we work closely with faith groups, schools and voluntary sector organisations who provide a wide range of additional support.

About the role

We are recruiting a Welfare Advisor to oversee and lead the delivery of advice and welfare support to vulnerable guests who access Sufra's Food Bank and Community Kitchen. The Advisor will support our guests on a range of topics including benefits, housing, income maximisation and access to training and employment services. The postholder will provide high quality welfare advice and guidance through weekly one-to-one Advice Drop-ins, undertake case work, work with partners to co-ordinate group workshops for guests, and provide training and support to advice volunteers.

The successful candidate must have at least two years' experience delivering effective welfare advice, demonstrate a strong understanding of the issues facing vulnerable people, and have in-depth and up-to-date knowledge of welfare benefits. Debt advice training to caseworker level, or an interest in achieving this, is desirable but not essential.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work during evenings and weekends. As this is a frontline role, you will be required to work on site at least 3-4 days per week.

Through your activities, you will be able to convey the charity's passion and commitment to supporting vulnerable people and demonstrate the impact of our interventions in transforming the lives of beneficiaries.

We offer a wide range of employee benefits including -

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme

To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to admin@sufra-nwlondon.org.uk, and complete our Equal Opportunities Form found [here](#).

DEADLINE FOR APPLICATIONS: Monday 16th May 2022

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Job Description

Role

To oversee and lead the delivery of advice and welfare support to vulnerable guests on a range of topics including benefits, housing, income maximisation and access to training and employment services.

Advice & Case Work

- Manage a regular caseload of enquiries from guests in a condition of extreme financial need, including those who are homeless (or on the brink of homelessness).
- Provide high quality welfare benefits advice and guidance on income maximisation, including identifying which benefits guests are entitled to, advising on how to claim, assist with completing forms and challenging benefit decisions.
- Establish strong and trusting relationships with guests to develop a full picture of their needs and advise the most appropriate course of action to resolve their issues.
- Act on behalf of guests by representing their interests to third parties.
- Assist in sourcing housing options for guests that are homeless or in insecure accommodation.
- Issue micro-grants or in-kind emergency donations of clothing and household items in accordance with the charity's Samaritan Fund.
- Apply for funds from trusts and foundations to support individuals and families with essential costs such as housing deposits or white-goods and/or cancellation of debts.
- Enable and empower guests to act for themselves, wherever appropriate.

Service Development

- Participate in reviewing the charity's Advice Work Strategy and planning for future developments.
- Maintain a high level of specialist knowledge and an awareness of trends and developments relating to the welfare issues affecting guests.
- Develop new initiatives and awareness raising activities that reduce the impact of poverty and disadvantage.

Multi-agency Working, Referrals & Signposting

- Foster effective partnerships and develop referral processes with key organisations and services.
- Maintain and update the charity's record of referral and signposting agencies.
- Support in editing content for the annual publication of the charity's Directory of Local Services.
- Work with local service providers to co-ordinate a range of workshops for guests on new, emerging, or common welfare issues that impact the lives of vulnerable people. Particularly with a focus on budgeting and financial management skills, employability skills and digital inclusion.

Monitoring & Evaluation

- Maintain accurate records of case work using the charity's Case Management System.
- Conduct regular Independent Case Reviews to assess the quality standard of advice work.
- Prepare funder monitoring reports and service updates for the Board of Trustees.

Other

- Deliver induction, training and supervisions to ensure that volunteers are fully equipped to support with service delivery.
- Work in accordance with organisational policies and procedures.
- Take part in supervisions, personal development training and appraisals.
- Attend relevant training, conferences, and events, as required.
- Undertake any other reasonable duties to support the operations of the charity.

Person Specification

E = Essential / D = Desirable

Competency	Specification	E	D
Education & Training	Educated to degree level in any discipline		✓
	Training in advice work	✓	
	Training in safeguarding	✓	
	Relevant Qualification in debt advice		✓
Knowledge & Experience	Minimum 2 years' experience working in a similar field, providing advice and/or case management services	✓	
	Experience working with disadvantaged and/or vulnerable adults	✓	
	Extensive and up to date knowledge of the welfare benefits system	✓	
	Understanding of legislation relating to housing policy and homelessness		✓
	Experience undertaking the Advice Quality Standard (AQS) accreditation or similar quality standard accreditation		✓
	Experiencing using and managing a case management system	✓	
Skills & Abilities	Ability to establish good relationships with service users and stakeholders	✓	
	Ability to respect and maintain confidentiality	✓	
	Excellent communication skills in English	✓	
	Fluent in another language		✓
	Ability to work independently and prioritise workload	✓	
	Ability to manage and support volunteers as part of a team	✓	
Attitude	Honest, trustworthy and ethical in all actions and decisions	✓	
	Personal commitment to organisational excellence and the values of Sufra NW London	✓	

The post is subject to a probationary period of 3 months.