

Welfare Advice Manager – Job Description

Salary	£33,000 to £37,000 pro rata
Hours:	4 or 5 days a week
Contract:	Permanent
Annual Leave:	25 days pro rata + statutory holidays
Responsible to:	Programmes Manager
Location:	Stonebridge, London Borough of Brent

About Sufra NW London

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 Advice Worker 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.
- **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.

Role Description

This is a fantastic opportunity for a skilled line manager with experience in general welfare advice to join Sufra NW London. In this highly rewarding role, you will oversee the delivery of services that can measurably change lives by providing quality advice and support to those most in need.

You will work closely with the Senior Leadership Team at Sufra to support the implementation of new initiatives, and the expansion of our information and advice services to enhance our efficiency and impact. This includes implementing preventative measures for guests that are experiencing acute financial difficulty.

You will manage our team of advice staff and volunteers to deliver high quality advice, information and welfare support to guests on a range of topics including benefits, housing and access to training and employment services. You will also be required to deliver advice via regular one-to-one surgeries, appointments and group workshops. An additional focus will be on establishing clear pathways for referring guests to external services, and managing volunteers to triage, signpost and refer guests to other forms of welfare support.

The post holder will be a highly articulate and proactive individual with exceptional welfare advice knowledge, 3+ years advice delivery experience, strong service management skills, as well as

experience managing staff and volunteers. The ideal candidate will have up-to-date knowledge of the welfare system, immigration and safeguarding protocols. They must also have demonstrable experience using a case management system, adhering to advice standards and be able to manage a diverse workload and work under pressure.

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 if necessary. As this is a frontline role, you will be required to work on site at least 3-4 days per week.

We offer a wide range of employee benefits including:

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

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](#).

If applying on Charity Jobs, please ensure you submit your CV and Covering Letter on Charity Jobs platform and complete our Equal Opportunities Form found [here](#).

DEADLINE FOR APPLICATIONS: December 4th 2023. We encourage applicants to apply as soon as possible with interviews being carried out on a rolling basis.

Main Duties & Responsibilities

Develop and deliver a comprehensive Welfare Advice Service to our food aid guests, providing high quality advice and information to address the causes of food insecurity and disadvantage.

Advice Services

- Manage the advice service by overseeing and supporting volunteers and advice staff.
- Deliver case work relating to welfare benefits, housing and employment support to guests experiencing hardship.
- Maintain a high quality service by supporting the wider advice team with challenging casework and leading on case reviews.
- Establish and maintain strong referral partnerships with the local voluntary and community sector and relevant Council departments.

- Maintain accurate records of case work using the charity's Case Management System across the advice team.

Service Development

- Work with the Senior Management Team to develop, expand and improve Sufra's information and advice services.
- Carry out ongoing review of existing service delivery procedures.
- Undertake quality assurance including case checking and quality of advice audit.
- Identify the training needs of advice staff and volunteers through support, mentoring and supervisions.
- Ensure colleagues and relevant stakeholders are informed of changing legislation and social policy updates.
- Improve the case management systems to ensure it is fit for purpose.
- Lead on regular Advice Quality Standard (AQS) audits of the Advice Service and deliver on follow-up action plans.

Volunteer Management

- Develop, review and implement key policies and procedures to better equip Advice Volunteers to fulfil their role.
- Provide induction, support and supervision to enhance the quality standard of the service and contribute to the personal development of volunteers.
- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

Budgets, Monitoring & Evaluation

- Support the Senior Leadership Team in setting service budgets, updating policies, and monitoring spending in line with reporting and budgetary requirements.
- Ensure appropriate systems are maintained for recording statistics and outcomes.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure.
- Collect regular feedback and conduct surveys from relevant stakeholders to inform ongoing improvements to the Advice Service.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure.

Other

- Oversee the annual publication of the charity's Directory of Local Services.
- Represent the charity at external events and network meetings.
- Ensure the advice team are working in adherence to organisational policies and procedures.
- Undertake any other reasonable duties to support the operations of the charity.

Person Specification

Competency	Specification	Essential	Desirable
Education	Educated to degree level		X
	Minimum 3 years' experience providing advice and/or case management services	X	
	Qualifications in Welfare/Welfare Advice		X
Experience	Managing projects and/or services	X	
	Line management experience including volunteers		X
	Monitoring, evaluating and reporting on social outcomes	X	
	Knowledge of AdvicePro or experience using a Case Management System	X	
	Working with refugees and asylum seekers		X
Knowledge	Safeguarding policies and procedures	X	
	Extensive and up to date knowledge of the welfare benefits system	X	
Skills & Abilities	Excellent written and oral communication skills	X	
	Ability to work with others professionally	X	
	Advanced IT Skills (Microsoft Office)	X	
	Fluent in Arabic or other languages		X
Attitude	Honest and trustworthy	X	

	Positive, friendly and hard-working	X	
	Willingness to engage in further training	X	
	Commitment to the values of Sufra NW London	X	