

Senior Advice Officer

Job Pack



Registered Charity Number 1151911.

About Us



Photo credit: Digital Island

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty, refugees and people who are homeless or socially isolated.

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 holistic services and activities designed to address the root causes of poverty.

Our services include:

- Food Banks and a Community Shop
- Community Kitchens and cafes
- Welfare Advice Service
- Asylum seeker, refugee and migrant support
- Accredited training
- St. Raphael's Edible Garden

About our Advice Services

Our advice team offer face-to-face guidance and support for people in crisis on a range of issues such as benefits, housing and employment. The advice is confidential, impartial and free. The service is only available to Food Bank guests. Our Advice Service is Advice Quality Standard (AQS) accredited. AQS is an organisation quality standard for legal advice services operating in the area of social welfare law.

We currently operate an Advice Drop-Ins at The Living Room, down the street from Sufra's main building, where guests can speak to an advisor. We also host signposting sessions from partner spaces across the borough.



Photo credit: Digital Island



About the role

Salary: £30,000 to £33,000 (pro rata for part-time)

Hours: 5 days preferred, part time applications considered

Contract: Permanent

Annual Leave: 25 days pro rata + statutory holidays

Responsible to: Advice Manager

Location: Stonebridge, London Borough of Brent

Probation Period: 6 months

Role Description

We are recruiting a Senior Welfare Advisor to support with the delivery of advice and welfare support to vulnerable guests who access Sufra's Food Bank and Community Kitchen. The Senior Advisor will support our guests on a range of topics including benefits, immigration, 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 sessions, undertake case work, work with partners to co-ordinate referral pathways, 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 if necessary. As this is a frontline role, you will be required to work on site at least 3-4 days per week.

What you will be doing

Main Duties & Responsibilities

Advice Services

- Work with the Advice Manager and the Programmes Manager on the support on the expansion of the advice team, which includes implementing a robust training programme for volunteers.
- 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 advice and guidance to Sufra guests in a variety of areas, including but not limited to: welfare benefits, homelessness, disability support, immigration, employment and training etc.
- Apply for funds from trusts and foundations to support individuals and families with essential costs
- Enable and empower guests to act for themselves, wherever appropriate.
- Maintain accurate records of case work using the charity's Case Management System across the advice team.

Service Development

- Work with the Advice Manager to develop, expand and improve Sufra's information and advice services.
- Participate in reviewing the charity's Advice Work Strategy and planning for future developments.
- Assist and support the Advice Manager with the renewal of the Quality Advice Standards accreditation every two years.
- 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.

What you will be doing

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 volunteers to enhance the quality standard of the service and contribute to the personal development of advice and signposting volunteers.
- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

Monitoring & Evaluation

- Maintain accurate records of case work using the charity's Case Management System.
- Support the Advice Manager with conducting regular Independent Case Reviews to assess the quality standard of advice work.
- Provide regular and timely monitoring reports on service outputs and outcomes for funders, the Senior Leadership Team and the Board of Trustees.
- Assist with funder monitoring reports and service updates for the Board of Trustees.
- Collect regular feedback and conduct surveys from relevant stakeholders to inform ongoing improvements to the Advice Service.

Other

- Undertake duties in accordance with organisational policies and procedures including the staff handbook, Advice Operational Manual, the Health and Safety manual, equal opportunities policy, safeguarding, confidentiality policy and the data protection policy/privacy policy.
- Keep informed of new and changing legislation relevant to the post, and of local issues and policies.
- Support and contribute to community outreach activities.
- Take part in supervisions, personal development training and appraisals and attend relevant training, conferences, and events, as required.
- Undertake any other reasonable duties to support the operations of the charity.



What we can offer you

Community

- Employee working groups (including advocacy, team togetherness and environmental)
- Staff away days
- Social activities and community celebrations
- We can offer a friendly working culture and a chance to make a difference to people's lives in Brent.

Learning and Development

- Staff training budget of £250 per year
- Shadowing opportunities to learn about other roles and departments in the organisation.
- Regular staff training.

Pay, Pension and Other Benefits

- Competitive salaries reviewed on a regular basis
- You'll be eligible and auto-enrolled into a pension scheme - we use Nest. Current pension contributions are 4% from employees and 3% employer contribution.
- Death in service benefit

Health and Wellbeing

- Employee Assistance Programme (24/7 confidential advice line and counselling).
- Wellbeing Action Plan for each staff member.

Holidays

- 25 days of annual leave per year plus public holidays
- An additional day of leave for every year of service, after two years of service (up to a maximum of 5 days).

Flexibility

- Hybrid working and flexible working arrangements are possible



How to apply

Diversity and Equality

We're committed to inclusivity and representing the diversity of the communities we serve. We therefore welcome applications from all backgrounds and all sections of the community. Applicants will be treated fairly throughout the recruitment process and we will ensure there is no unfair discrimination on the basis of race, ethnic origin, disability, gender, religion or belief, age, sexual orientation or any other relevant characteristic.



How to apply

- Interviews will be held on a rolling basis. Early application is encouraged.
- The deadline for applications is 12pm on January 22, 2024.
- To apply for this role, please submit a CV, cover letter and Equal Opportunities Form to us by email to admin@sufra-nwlondon.org.uk.



Come join us!



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