



[www.sufra-nwlondon.org.uk](http://www.sufra-nwlondon.org.uk)

Registered Charity No. 1151911

## Senior Welfare Advisor

<b>Salary:</b>	<b>£30,000 to £33,000 (pro rata for part-time)</b>
<b>Hours:</b>	<b>5 days preferred, part time applications considered</b>
<b>Contract:</b>	<b>Permanent</b>
<b>Annual Leave:</b>	<b>25 days pro rata + statutory holidays</b>
<b>Responsible to:</b>	<b>Advice Manager</b>
<b>Location:</b>	<b>Stonebridge, London Borough of Brent</b>
<b>Probation Period:</b>	<b>6 months</b>

## About Us

Sufra is a community food and support hub that provides a life-line to people in crisis – including families living in poverty, refugees, and people who are homeless and socially isolated.

We provide them with the emergency aid and professional advice they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable. We are based in St. Raphael's Estate, one of the London Borough of Brent's most disadvantaged housing estates.

Our services include:

- **Food Bank:** Our Food Bank provides emergency supplies of essential food and toiletries to individuals and families experiencing acute crisis. Our parcels are typically made up of a mixture of non-perishable and perishable items. The size of our food parcels vary depending on the size of the household, and they typically last 5 to 7 days. To receive a parcel, you need to be referred by one of our 160 Referral Agencies.
- **Community Kitchen:** Our Community Kitchen services are open all year round, serving hundreds of meals every week to hungry guests – including the homeless, families experiencing food poverty and people who are socially isolated and lonely.

The Kitchen runs from our partner venues at Bridge Park Leisure Centre (Monday and Tuesday evenings), Ark Elvin Academy (Wednesday evenings – starting in January), Laurence's Larder

(lunchtime on Thursdays) and Granville Community Kitchen (every Friday evening). Last year we served over 18,500 hot meals in Brent.

**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. Last year we support 816 people with our advice support.

**Refugee Support:** Our Open ARMs (asylum seekers, refugee and migrants) programme supports 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:** Our beautiful Community Garden emerged from a local campaign by residents to develop a food growing project for the community. With the help of hundreds of volunteers, St. Raphael's Edible Garden now has a wildlife pond, a learning yurt space, a fruit tree orchard, compost bins, a pizza oven, plenty of raised beds and a stunning pergola.

Although the garden is managed and run by Sufra NW London, it is here to benefit the community. The garden provides a therapeutic space from where we can invest in the skills, health and wellbeing of local people whilst improving the appearance of the estate and giving residents an opportunity to come together, have fun and grow food.

**Community Wellbeing Project:** In response to the impact of the cost-of-Living crisis on families in Brent, we partnered with Brent Council this year to launch a Community Wellbeing Project from Bridge Park Leisure Centre. This pilot project offers household who are most impacted by the cost of living with access to a membership scheme comprising of four key elements: Community Shop, Community Café, Community Kitchen, and Wraparound Support. The project is designed to go beyond traditional charitable food aid distribution by offering a comprehensive range of (low to zero-cost) food options and creating a supportive community hub where residents can access holistic support including information, advice, guidance – all under one roof.

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# About the role

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.

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
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

## How to Apply

To apply for this role, please submit the following documents by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

1. An up-to-date CV
2. A Covering Letter (no more than 2 sides)

3. [Equal Opportunities Form](#) (also available on our website) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

**The deadline for applications is 12pm on January 22, 2024. Note: Applications without a tailored covering letter will not be considered.** Should you need any adjustments to the recruitment process at the application stage please contact us by emailing [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk).

Interviews will be held on a rolling basis. Early application is encouraged.

Should your application be successful at screening you will receive an email inviting you for interview. Unfortunately, if you are not able to make available interview options, we may not be able to process your application further.

We appreciate the effort that is put into applications and so we endeavor to let everyone know the outcome of their application, even if you are not being invited to interview however due to the number of applications received, this may not always be feasible.

## Job Description

### Role

*To support with 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 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.

## **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.

## Person Specification

E = Essential / D = Desirable

Competency	Specification	E	D
<b>Education &amp; Training</b>	Educated to degree level in any discipline		✓
	NVQ L3 in Information, Advice and guidance	✓	
	Training in safeguarding	✓	
	Relevant Qualification in debt advice or OISC Immigration accredited		✓
<b>Knowledge &amp; Experience</b>	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	✓	

<b>Skills &amp; Abilities</b>	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	✓	
<b>Attitude</b>	Honest, trustworthy and ethical in all actions and decisions	✓	
	Personal commitment to organisational excellence and the values of Sufra NW London	✓	

### Your Data

Sufra will use the information you submit to us to consider your application for a job. You have rights to your data, its accuracy and control over our use. For full information about how we will ensure that all applicant data is appropriately and securely stored, handled and disposed of, see our privacy policy [here](#). By submitting an application, you are acknowledging you have read and understood our Privacy Policy, although you can withdraw your application at any time.

### Eligibility to Work in the UK

Please note that Derbyshire Mind is unable to obtain a work permit on your behalf and is not able to sponsor visas. Please ensure that you have a work permit if you are required to have one. If you are offered a position at Derbyshire Mind you will be asked to prove your eligibility to work in the UK and if necessary for the position, provide documents for us to process a DBS check. This will include providing documents such as a passport, birth certificate or photo card driving licence. If you cannot supply one of these documents, then it will be necessary for us to use an external validation service to confirm your identity.

### DBS Checks

Please note that if you do not consent to the use of an external validation service for a DBS check, then we may be unable to take your application further. Confirmation of employment will only be given on receipt of satisfactory evidence and checks being issued and references have been received.

### References

Once an offer of employment has been made, you will be asked to provide the names and contact details of two referees. If possible, the first referee should be your present employer and the second referee a previous employer.