



Rural Cambs

CARC Adviser (Ely Foodbank)

Thanks for your interest in working at Citizens Advice Rural Cambs (CARC). This document should give you everything you need to know to apply for this role and what it means to work at a local Citizens Advice.

In it you'll find:

- Terms
- The role, profile and personal specification
- Our values
- 3 things you should know about us
- Overview of Citizens Advice and Citizens Advice Rural Cambs
- What we give our staff



Terms

Project: Ely Foodbank

Location: The post holder will work from CARC offices, and from the Ely Foodbanks (located in Chatteris, Cottenham, Ely, Haddenham, Soham and Waterbeach).

Hours: 22.5 hours per week. Normal working hours TBC but a flexible approach will be required.

Hourly Rate: £25,262 to £27,243 (FTE equivalent) Salary increase pending

Type of contract: Fixed term contract ending April 2029

Responsible to: Foodbank Lead



The role

- Under this project the Adviser will work directly with Ely foodbanks to tackle underlying causes of poverty by providing advice, casework and budgeting support for people with complex issues who are accessing their foodbank. Attending distribution sessions at the foodbanks as required
- Our adviser will provide intensive support and make a real difference to the lives of people accessing foodbanks – successfully reducing their need for foodbank support and developing resilience in their lives.
- In addition, a strong working relationship with CARC advisers will ensure all clients are supported in the most appropriate way.
- This post-holder will support foodbank volunteers to identify issues and enable them to provide effective referrals to our Foodbank team.



Role profile

Role Purpose to:

- Provide high quality advice, support, mentoring and casework with a particular focus on welfare benefits, housing issues, debt, income maximisation and budgeting support for clients referred by the foodbank.
- Offer face to face, telephone and other digital support to those accessing the service.
- Support people to identify their goals around money, work and online capabilities; developing their skills and confidence around these issues and enabling people to make progress towards training and employment.
- Working with the members of the Ely Foodbank Project team to monitor project progress, produce project reports and liaise with the funder working closely with CARC's Senior Leadership Team and
- Developing strong working partnerships between CARC and the foodbank and other external agencies.

Advice and casework

- Ensure that all casework conforms to Quality standards.
- Maintain case records (on Casebook) for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Ensure that all work conforms to CARC's systems and procedures.

Creative thinking:

- Be innovative and creative and adopt lateral thinking.
- Offer a tenacious and solution focussed approach to sourcing the relevant evidence, offering positive reassurance to clients when required.

Developing others:

- Use all available resources to enable others to achieve their full potential.
- Empower others with relevant and appropriate knowledge and skills.
- Encourage others to apply new things they have learned.

Project Management & Impact Measurement

- Gather statistics and feedback in order to monitor and evaluate the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes and providing reports as required to the funders and partners, including providing evidence to support the potential future sustainability of the role.
- Gather and provide as necessary information about clients' circumstances, case studies and statistical information on the number of clients and nature of cases where there is an issue helping to identify trends. Identifying local and national emerging issues to raise awareness, set out new ideas to improve policy and delivery for all and lobby for change.

Professional development

- Keep up to date with legislation, case law, policies and procedures and undertake appropriate training to effectively support clients.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
- Demonstrate commitment to the aims and policies of the CA and the foodbank service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.



Person specification

Essential Criteria

1. The ability to commit to, and work within, the aims, principles and policies of the foodbank service and CARC.
2. Recognised advice qualification/significant experience. Understanding of what a high-quality advice service is with knowledge, experience and demonstrable ability to provide high quality advice and casework.
3. Excellent communication and people skills, including the ability to make people experiencing multiple difficulties and high levels of stress feel safe and listened to.
4. Experience in benefits/financial skills/debt and working with people dealing with poverty and crisis.
5. Ability to prioritise own work, meet deadlines and manage caseload.
6. Ability to use IT in the provision of advice and the preparation of reports and submissions.
7. Ability and willingness to work as part of a multi organisational team.
8. Commitment to continued professional development.
9. Understanding of the need to monitor the experience of clients, and the difference our services make.
10. Ability to be flexible in adapting to different work contexts.
11. Full access to a vehicle for travel between sites (mileage allowance paid)

Desirable Criteria

12. Recognised advice qualification.
13. Experience of working with volunteers.
14. Understanding of poverty's causes and effects.

In accordance with Citizens Advice national policy the successful candidate will be screened by the DBS. However, a criminal record will not necessarily be a bar to your being able to take up the job.

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about us

1. We're local and we're national. We have 6 national offices and offer direct support to people in around 300 independent local Citizens Advice services across England and Wales.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Overview of Citizens Advice

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 350 local Citizens Advice members (local charities).

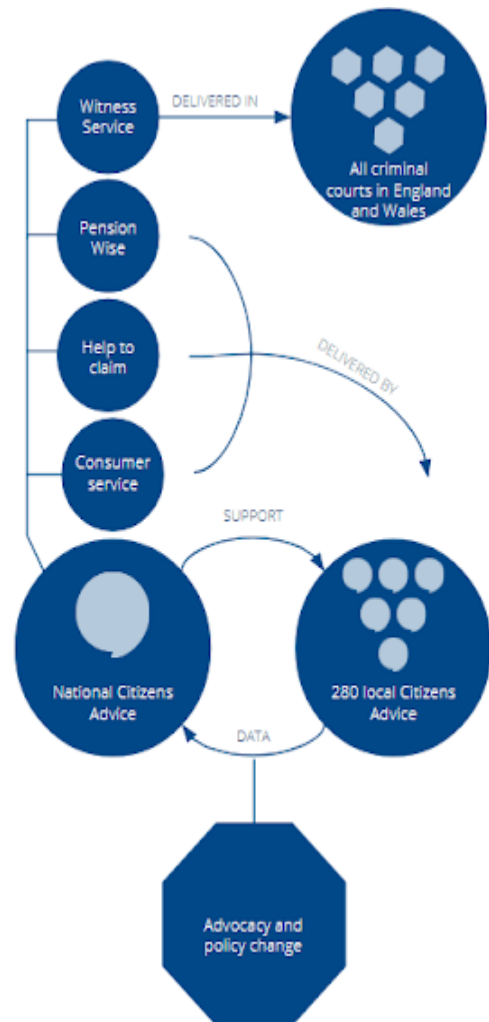
Our network of independent local Citizens Advice members, deliver services from

- over 1,600 locations across England & Wales

With:

- 8,843 local staff
- over 16,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.



How Citizens Advice Rural Cambs works

Citizens Advice Rural Cambs is an independent local charity supporting residents in Fenland and Huntingdonshire by providing free independent, confidential and impartial advice. We also support clients in East Cambridgeshire through various projects.

Our aim is to provide the advice people need for the problems they face and to improve the policies and practices that affect people's lives.



What we give our staff

CARC invests in its staff and volunteers by providing the training skills and resources, enabling them to deliver a quality advice service.

Other benefits include:

- Employer contribution to Workplace pension 3%
- Annual Leave: 29 days pa (pro rata) including 8 Bank Holidays
- An option to purchase an additional working week's annual leave in a financial year (to be taken within that financial year)
- Additional holiday entitlement after completing 4 full years of service
- Up to 3 additional days annual leave, due to office/service being closed between Christmas and New Year
- A day off on your birthday or in the month of your birthday (this is in addition to annual leave entitlement)
- Flexible and hybrid working negotiable
- Learning and development opportunities
- Employee Assistance Programme
- Shopping and Lifestyle benefits scheme



Valuing inclusion

Our staff and volunteers come from a range of backgrounds and we particularly welcome applications from disabled people, people with physical or mental health conditions, neurodiverse, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.