



**Rural Cambs**

## **CARC Multi- lingual Buddy (Wisbech Foodbank)**

Thank you 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
- How Citizens Advice Rural Cambs works
- What we give our staff
- Valuing inclusion
- Our values
- 3 things you should know about Citizens Advice
- Overview of Citizens Advice



## Terms

**Project:** Wisbech Foodbank (funded by Wisbech Foodbank)

**Location:** The post holder will work from CARC offices, and from the Wisbech Foodbank.

**Hours:** 21 hours per week. Currently Monday, Wednesday and Friday but a flexible approach may be required.

**Annual Salary:** FTE £23,780- £25,762 / Actual £13,497, - £14,621 depending on experience

**Type of contract:** Fixed term contract until 30<sup>th</sup> September 2026 (possible extension subject to funding)

**Responsible to:** CARC Foodbank Adviser (Wisbech)



## The role

- Under this project the CARC Buddy will work directly with the Wisbech foodbank staff and volunteers to tackle underlying causes of poverty by providing mentoring and support to the beneficiaries of the foodbank service.
- To be able to engage effectively with the clients, multi-lingual skills will be required for this role – including Lithuanian, Latvian and/or Russian.
- You will provide the time and focus for a holistic approach to an individual's health and wellbeing and will deliver tailored 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 the CARC Wisbech Foodbank Adviser, to 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 mentoring and support, with a particular focus on improving the confidence, resilience and wellbeing to improve social and educational opportunities to beneficiaries referred by the foodbank.
- 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 improving connectivity both digitally and within their own community.
- Monitor project progress, assist the Foodbank Adviser to produce project reports.
- Develop strong working partnerships between CARC and the foodbank and other external agencies.

## Case recording:

- Effectively maintain case records (on Casebook) for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation, conforming to Quality standards
- 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.

## **Recording of Impact Measurement**

- 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.
- Cambridgeshire County Council will be a lead contributor of the evaluation process.

## **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, principles and policies of CARC 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 CARC and the foodbank service.
2. Ability to work as part of a team and on own initiative and as part of a multi organisational team.
3. Able to plan and manage own workload.
4. Good literacy and numeracy skills.
5. Understanding of poverty's causes and effects.
6. Willing to try new things and adapt to the needs of the person you are supporting.
7. Understanding of what a high-quality service is with knowledge, experience and demonstrable ability of this.

8. Excellent communication and people skills, with a non-judgmental approach and including the ability to make people experiencing multiple difficulties and high levels of stress feel safe and listened to.
9. Multi-lingual skills – including Lithuanian, Latvian and/or Russian
10. Sound knowledge of Financial Skills and Capability work.
11. Ability to use IT in the provision of advice.
12. Commitment to continued professional development.
13. Understanding of the need to monitor the experience of clients, and the difference our services make.
14. Ability to be flexible in adapting to different work contexts.
15. Whilst the post is based at our Wisbech Office and the Wisbech Foodbank, the applicant should have full access to a vehicle for travel between all CARC sites, if required (mileage allowance paid)

**Desirable Criteria**

16. Experience in social care, mentoring, befriending, advice or support work.
17. Experience of working with volunteers.
18. Recognised advice qualification.

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.

# 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.

**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, LGBT+ and non-binary people, and people from Black Asian Minority Ethnic (BAME) communities.

## 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 249 local Citizens Advice members (local charities).

Our network of independent local Citizens Advice members, deliver services

- In over 1,925 locations across England and Wales
- With:
  - 9,773 local staff
  - 19,164 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.

