

Job Description and Person Specification

Responsible to: Senior Advice Worker and Swansea Foodbank Trustees

Responsible for: Assisting the Financial Inclusion Welfare Benefits advice caseworkers with administrative support and working with people referred to Swansea Foodbank to support them to maximise their income.

Salary: £11,466

Hours: Part-time – 17.5 hours a week

Temporary: Funded until end June 2026.

Place of work: Hybrid working between Swansea Foodbank distribution centres (including Port Tennant, Gorseinon, Mayhill, Penlan and Uplands) and working from home. You need your own transport.

Overall role purpose:

- Administrative support for the welfare benefits advice workers including making and receiving texts and phone calls with clients, managing the appointments diary, recording and sending time sensitive letters and documents.
- Protecting the confidential advice space by being the first point of contact, greeting clients, fielding interruptions and passing information between staff.
- Managing referrals in and out of the service.
- Reporting on referral and signposting.
- Working with foodbank clients to help them with their applications to claim their full benefit entitlement and additional discretionary grants.
- Assisting the Welfare Benefits team to identify and deliver quality Welfare Benefits advice and associated casework.
- Administrative support will focus on income maximisation and welfare benefits, with other advice needs identified and referred on or signposted as required.
- This role will also be responsible for managing feedback from signposting and referral partners to verify client service uptake and outcomes, and provide information required for the Quarterly Funding Reports and periodic reporting as required.

The post holder will be provided with a laptop, mobile phone, printer/scanner, shredder, paperwork and relevant stationery.

Specific responsibilities:

Administration

- Confirm caseworker's advice by letter, text or email in a clear, concise, and timely manner
- Assist caseworkers with follow up work, client contact and case support to ensure cases are resolved and closed at the appropriate time

- Create and maintain confidential comprehensive client and service provision records for all client contact and follow up work undertaken and the recording of outcomes and other relevant KPI's of the project, for information retrieval, statistical monitoring, and report preparation
- Ensure our computer records on AdvicePro and training records are kept up-to-date, including the administration of tasks, key dates and caseworker messages
- Be responsible for the scanning, printing, posting and appropriate storage of all forms, factsheets, completed benefit forms, court records and client paperwork. Keep accurate incoming and outgoing postal records.

Assisting with advice provision

- The post-holder will be required to carry a laptop and paperwork with them to foodbank centres to aid them in their work including ensuring income maximisation through benefit checks, assistance with new benefit claims, grant applications, applications for social water, energy and phone tariffs and Blue Badge applications as directed by the advice caseworkers
- Responsibility for booking advice casework and support work appointments: - undertaking initial exploration of client needs, capacity and situation to identify appropriate appointment options and level of advice work required; collaborating with clients and caseworkers to administer appointments.
- Advise and assist clients to administer free SIMs, bus passes for appointments and other applications as required
- Assist clients to take action themselves wherever possible and assist in administrative tasks where clients lack capacity, helping clients to provide appropriate supportive evidence for all benefit claims.
- Administer clients' onward referrals to other sources of support that are not provided by the project service. Provide follow up contact with clients and referral/signposting agents (where possible) to ensure appropriate support is provided and maintained as necessary. Provide feedback to the caseworkers on all client referrals, and raise any service issues with project manager. Compile and provide data on referrals and signposting feedback and outcomes as required by Quarterly Funding reports and periodic reporting as required by future funders.
- Be aware of safeguarding policy and raise concerns with supervisor/caseworker where appropriate
- Provide services and keep appropriate case recording in accordance with all relevant quality standards
- Assist in ensuring that service performance standards and targets are met.

Professional learning and development

- Attend regular supervision with your line manager.
- Attend regular project meetings and case reviews.
- Keep up to date with appropriate policies and procedures.
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- Attend internal and external training programmes as required.

General duties

- Develop good teamwork relationships between project staff, agency staff and volunteers
- Take a proactive approach to diversity and inclusion, ensuring that services are accessible to all
- Assist the caseworkers to identify and report evidence to support social policy/strategic work and campaigns through reports and case studies.
- Represent the project at external events and meetings as required.

PERSON SPECIFICATION**Experience:**

- Face to face frontline client experience, preferably with some knowledge or experience of benefits.
- Demonstrate ability to prioritise work, meet deadlines and targets and manage a personal workload.
- Previous experience of administering appointments and handling referrals
- Relevant knowledge and experience of working in the advice sector
- Current knowledge and comprehension of welfare rights.
- Knowledge of GDPR
- Relevant lived experience of the benefits system is desirable
- Team working and the ability and willingness to have a flexible approach when required.

Key Skills:

- A driver with access to a vehicle and able to attend busy foodbank centres up to 3 times a week, Wednesday, Thursday and Friday with flexi/home working for the remaining work hours.
- An eye for detail with excellent listening, verbal and written communication skills
- Excellent organisational skills
- Excellent level of computer competency
- Ability to use case recording and other information systems.
- Ability to use telephone/email/web confidently
- Excellent telephone manner
- Ability to communicate effectively with clients, colleagues, and other agencies
- Sensitivity and empathy with people experiencing difficult circumstances and financial hardship, who may be vulnerable and distressed
- Ability to represent clients.
- Understanding of the need for confidentiality
- Non-judgemental approach to advice provision
- Committed to supporting and empowering clients