

## Benefits, Budgeting and Debt Information Pack

This pack contains the following information:

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- The Application Process
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## Job Details

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|----------------------|--|
| <b>Job title:</b>    | Benefits, Budgeting and Debt Adviser   |
| <b>Reporting to:</b> | Service Development Manager  |
| <b>Location:</b>     | Unit 15 New Lairdship, Broomhouse Road, Edinburgh, EH11 3UY                            |
| <b>Employer:</b>     | Edinburgh Food Project   |
| <b>Salary:</b>       | £23,175 - £25,750  |
| <b>Benefits:</b>     | 25 days annual leave and 10 public holidays pro rata and a 3% non-contributory pension |
| <b>Hours:</b>        | Negotiable - 22.5 – 37.5 hours per week  |
| <b>Work Pattern:</b> | TBC  |
| <b>Term:</b>         | Permanent contract   |

Currently due to the Covid-19 Pandemic, work will be home-based until a time when the foodbank centres re-open.

## The Application Process

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|------------------------------|--|
| <b>Application deadline:</b> | 12noon, Friday 12 <sup>th</sup> March 2021 |
| <b>Interview date:</b>       | Wednesday 17 <sup>th</sup> March 2021      |
| <b>Interview location:</b>   | Via video call (Zoom)                      |
| <b>Interview format:</b>     | 50-minute interview                        |

To apply please email your CV and cover letter to [bethanybiggar@edinburghfoodproject.org](mailto:bethanybiggar@edinburghfoodproject.org)

## About Edinburgh Food Project

Edinburgh Food Project was established in 2012 with the aim of reducing the effects of food poverty in Edinburgh by providing emergency food parcels to those in the community most in need. Over the last three years, we have been transitioning our 8 foodbank centres into “More than Food” hubs to allow our clients to access dedicated support to help them with their immediate and underlying problems to reduce/eliminate their need for food bank assistance and build their financial resilience for the future.

## About the Money Advice Service

Edinburgh Food Project provides a free, impartial and confidential service, tailored to meet the needs of our clients. The Money Advice Service is a holistic service, providing specialist advice and support with:

- Personal Debt and money
- Applying for benefits
- Budgeting
- Welfare rights
- Energy advice
- Employability
- Accessing Mental Health and Wellbeing services
- Applying for grants
- Foodbank referrals

## Job Description

### Benefits, Budgeting and Debt Adviser

Working within the Money Advice Service, the role of Benefits, Budget & Debt Adviser supports clients with a range of debt (and related) issues, providing advice and information in person, via email and on the phone.

The successful candidate will use independent information sources and internal tools available to provide holistic debt and budgeting advice, reviewing and translating complex information to clients to ensure they understand the debt options available to them.

To be successful, you will have recent experience of delivering generalist advice on a wide range of topics, such as debt, housing and welfare, in line with the Scottish National Standards. In addition you will have excellent communication and IT skills and have the ability to analyse, interpret and record information to the required quality standards.

## Responsibilities

### 1. Advice work and support

- Deliver advice and support to individuals and families who are using a foodbank or have used a foodbank in the past
- Work confidently in a foodbank setting
- Deliver advice remotely by phone and email
- Ensure accurate information and advice is given
- Assist in audit processes
- Attend training relevant to the Financial Inclusion sector to ensure knowledge and understanding of current legislation is up to date

### 2. Case Management

- Carry a specialist case load and deliver ongoing support to clients
- Manage referrals to external agencies and partner organisations

### 3. Project reporting and statistics

- Ensure that accurate, legible and comprehensive case records are kept (in line with FCA and SNS)
- Ensure that accurate statistics are available for reports as required

### 4. Other duties

- Take responsibility for maintaining records and completing reports on work and activities as required for funders and auditors
- Adhere to the policies and procedures of Edinburgh Food Project
- Any other reasonable tasks as requested by the senior management team

## Person Specification

### Essential criteria

- Fully qualified as an adviser in a paid or voluntary capacity
- Recent experience of delivering advice in the key areas of welfare rights, benefits and debt (up to Type 3 of Scottish National Standards)
- Ability to empathise with clients who have complex needs and are experiencing food poverty
- Good critical thinking and research skills
- Good interpersonal skills and case recording ability
- Ability to establish and maintain good relationships with EFP staff, volunteers and partner agencies
- Ability to communicate effectively with third parties on behalf of the client
- Ability to work independently, under pressure, and with limited resources when required
- Excellent communication and IT skills
- Ability to prioritise and reprioritise weekly/daily workload, including referrals, to meet the needs of clients
- An understanding of Data Protection and GDPR responsibilities
- A valid driving license and own vehicle

### Desirable Criteria

- Experience and understanding of the voluntary sector
- Experience in working effectively in outreach settings
- Experience of networking with groups and organisations
- Demonstrable commitment to the aims and principles of Edinburgh Food Project

## Entitlement to work in the UK

A job offer will be subject to confirmation that you are permitted to work in the UK in accordance with the provisions of the Asylum and Immigration Act 1996. You will be asked to provide evidence of your entitlement to work in the UK if you are successful and an offer of employment is made. Please note that [company name] does not hold a sponsor licence and, therefore, cannot issue certificates of sponsorship under the points-based system.