**Job title** Cash First Project Community Engagement Officer and Advisor

**Employer** Motherwell & Wishaw CAB

**Location** Motherwell & Wishaw Locality – our office, targeted outreach locations, home working

**Hours** 28 hours, flexible working practices and an element of home working

**Salary** £23170-29790 pro rata (dependent on experience)

**Funding Term** Permanent subject to funding currently until 31 March 2025

**Cash First Project Overview**

**Project Brief**

To make a real difference in the local community and play an active role in ambitious plan to end the need for foodbanks in Scotland.

2 Year Initiative focusing on enhancing access and engagement with the North Lanarkshire Gateway as the preferred route for cash first support, alongside increasing access to holistic advice and wrap-around service to prevent future need. This pilot will augment North Lanarkshire Council Cash First approach ensuring a dignified and holistic approach to tackling food poverty and insecurity

This pilot will be delivered in the most deprived localities of Motherwell, Wishaw and Airdrie, in local community hubs, delivered by two Advisers and an Engagement Officer supported by community volunteers. We will work alongside community organisations in both one to one and group settings providing advice, support and training by both Engagement officer, advisor and trained volunteer Buddies with lived experience who have previously used the Gateway to avert crisis.

The service will increase access to the gateway itself by providing:

* In-person access to crisis support in community settings
* More application routes  (complemented by face to face and freephone route provided by the pilot)
* Pilot out of hours support for other cash first alternatives Shopping card, fuel vouchers, Grants and as a last resort emergency food aid
* Advice and support for SWF claims process, preparing additional evidence, and challenging unsuccessful decisions
* Training and engagement with end-users and grassroot community organisations

 **Our Community Engagement Officer & Advisor will:**

* Deliver holistic, empowering financial Inclusion and capability building service to the most vulnerable clients affected by crisis
* Conduct a holistic assessment of needs, addressing underlying issues, provide person centred wrap around support at the point of crisis, during the crisis and beyond it including long term empowerment
* Provide crisis support by way of aiding access to crisis grants, fuel vouchers, shopping card vouchers, other charitable grants and food parcel as a last resort
* Provide income maximisation through benefit checks, assisting with benefit claims, (supporting clients with online benefit applications) challenging benefit decisions, tax related issues (council tax reduction and income tax)
* Provide money and debt advice: Challenging liability for debt, rescheduling debt
* Provide Housing, employment, consumer, family, energy advice
* Act as a Gateway to specialist advice projects
* Accurately record all client data to and contribute to social policy work whilst using our bespoke Case Management System CASTLE and relevant project databases
* Proactive manage Project Caseload
* Conduct regular client satisfaction and impact surveys, consultation with the beneficiaries and WEMHS tool
* Co-locate in one stop shop community venues in the most deprived areas
* Conduct home visits in exceptional circumstances
* Design and Deliver bespoke, tailored training to frontline staff of partner grassroot community, statutory and voluntary organisations on cash first approach, raise awareness and engagement with the Gateway, promote access to holistic advice
* Co-deliver a workshops on Money worries leaflet: Interpreting Money worries leaflet, increasing the understanding of various crisis scenarios, crisis triggers and how to initiate engagement with people at risk and in crisis and maximise the engagement, how to access tailord advice and support.
* Design and Deliver empowering workshops to end users  on 1 to1 basis and in group settings on tackling crisis scenarios and available options in terms of the wider support
* Recruit, mentor, offer tailored support and deliver bespoke training to Volunteer Buddies with Lived Experience
* Mentor Volunteer Buddies to raise awareness, encourage and support people in community locations to engage with advice and cash first options available. They will actively promote the exisiting food gateway and advice available via CAB and NLC.
* Build and develop existing and new community partnerships and relationships with community organisation and stakeholders, including creating partnership agreement
* Administer the project bespoke database
* Produce the quantitative and qualitative reports as required for management, partners, funders, auditors, publications; Produce timeous monthly reports for the Operations Lead and reports for the regional meetings
* Support the evaluation of the project in terms of short and long term impact, level of engagement and its effectiveness
* Monitor the operation of the service and identify areas of development; to promote the service using a wide range of channels
* Manage effectively Project Caseload by following bureau’s case management procedures
* Deliver on the job training for volunteers to the project.
* Carry out case checking and quality assurance of general advice and casework, provide feedback and support adviser to carry out remedial action.
* Support the Operations Leader (Motherwell Bureau) and Session Supervisor to achieve and maintain CAS Quality and Scottish National Standards.
* This post involves regular travel throughout Motherwell & Wishaw Locality to community venues and occasional home visits

**Organisational Responsibilities**

* Adhere to confidentiality at all times in relation to information accessed through role involvement.
* Any other task that is determined to be reasonably requested of this new and developing post

**Planning and development**

* Contribute to the strategic development of the Bureau and assist in planning and implementation of such strategy.
* Advise Line Manager on staffing and service delivery issues.
* Identify any unmet need and report it to Line Manager.

**Professional development**

* Keep up to date with legislation, policies and procedures and undertake appropriate training.
* Read relevant publications.
* Attend relevant internal and external meetings as agreed with the line manager.
* Prepare for and attend supervision sessions/team meetings/staff meetings as appropriate.

**Other duties and responsibilities**

* Carry out any other tasks which may be within the scope of the post to ensure the effective delivery and development of the service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.
* Adhere to the aims and principles of the Citizens Advice Bureau service and the good practices and policies of Motherwell & Wishaw Citizens Advice Bureau

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# **Person Specification**

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|  | **Essential** | **Desirable** |
| **Qualifications** | Relevant qualification and/or trainingGood standard of general education | Evidence of CAB training/qualificationTutor Training/Coaching Qualifications |
| **Experience** | Experience in provision of Holistic Advice (Income maximisation, Money Advice, Energy Advice etc) Service provisionExperience of providing tailored support services to vulnerable adultsExperience of planning and developing training sessions/workshopsExperience of developing partnerships with other agencies and joint working | Project ManagementExperience of working in the advice sector  Experience of working with volunteers; in the voluntary sector as, paid member or/and volunteerExperience of delivering advice sessions from the community-based settings Experience of working with clients with complex barriersExperience of reporting to fundersCase management/case recording experience  |
| **Skills, Knowledge and Attributes** | Excellent Communication Skills -verbal and writtenAbility to demonstrate understanding of social trends and their implications for clients Understand the issues involved in interviewing clients. Ability to monitor progress against objectives and working with a range of partners. Ability to collect, analyse and present project data.Ability to set up and use systems to collect, collate and share information about project achievements and outcomes.Proven organisational and administrative skillsAbility to prioritise, complete deadlines and multi-taskAbility to manage your own workload and work on your own initiativeAbility to work as part of a teamAbility to use IT in the provision of advice and the preparation of reports and submissions. Excellent interpersonal, and problem-solving skills.Flexible working approach | Statistical recording for evaluation/monitoring.Ability to establish good relationships with other agenciesKnowledge of local community resources including social, recreational, clinical and transportation services |
| **Values and Attitudes** | Understanding of and commitment to the aims and principles of the CAB service and its equal opportunities policies.A willingness to learn and develop and reflect on practice. Ability to monitor and maintain own standards. | Proven ability to work within a community development or volunteer settingCommitment to equality of opportunity |
| **Other** | Ability to travel frequently across a large geographical area. Ability to work in a flexible manner |  |