**Job Description**

**About Compassion Acts**

Launched in the summer of 2019, and emerging out of a previous organisation (Southport & Formby Churches Debt Centre Ltd) the charity it has a good reputation in the local area for the provision of Foodbank and other wrap around services. In order to strengthen the capacity of the organisation and to meet increasing needs from the public, it has been structured with staff and volunteers falling into two main teams.

1: Poverty Reduction

This includes our Foodbank operations for those in emergency situations, our expanding Food Pantry service for the ‘just about managing’ and the Next Steps project for life-skills training.

2: Advice & Support

This includes the welfare benefits advice team, the CMA debt advisers. Each of these rely on volunteers for different aspects of the services.

In 2023 the charity signed a partnership with Skelmersdale & District Foodbank to provide advice services within the foodbank setting in the West Lancs District. An initial part-time adviser was recruited in 2023 and now we are looking for another colleague to support them.

**Role title**

**Advisor – Skelmersdale & District Foodbank**

*Reporting to:*

Advice & Support Manager

*Liaising regularly with/deputising for:*

Welfare Advisers, Poverty Reduction Manager, existing Skelmersdale Adviser, Skelmersdale Foodbank volunteers, Foodbank Project Manager

Hours 12to 14 per week, to be worked by agreement

Rate of Pay, up to

£13.08 per hour, depending on experience

Pension contribution, travel expenses and access to training/development commensurate with the role.

**Personal attributes of the postholder**

Essential

* Experience of the financial services industry or other relevant experience
* A people-person with customer/client facing experience and a reliable team player
* A can-do attitude with the willingness to respond creatively to a fast moving environment
* Appreciating the values of the charity in aiming to reduce poverty and improve wellbeing.

Desirables

* Knowledge of the welfare benefits system in the UK
* Experience of working with volunteers and in charities
* The ability to create and sustain administrative and telephone triage system
* Experience of delivering group sessions and training eg money courses

**Job purpose**

Be an additional team member to especially assist with periods of high demand/pressure and in the Advice Team especially dealing with telephone and email enquiries, debt advice with individuals. Acquiring information from the client and progressing the case to an appropriate level.

**Key responsibilities**

**This role is a part of the day to day management of this small charity and therefore responsibilities may vary from time to time and a degree of flexibility is expected.**

Key Responsibilities: are to undertake duties within the Advice Team in the following way:

1. After appropriate training, take responsibility for Debt Advice under the Community Money Advice model.
2. In order to deputise and backfill for the Advice & Support Manager, to initially shadow Welfare Advice interviews and sessions with clients, learning ‘on the job’ the details of how to complete Benefit claim/appeal forms.
3. Provide administrative back-up to the Advice & Support Manager in areas of client databases, fuelbank and general administration.
4. Assist the Advice & Support manager in the administration and delivery of Budgeting Courses.

Be present on collection days at supermarkets if required and any other special events the charity undertakes (for example Holiday Clubs)

Work as part of a team contributing to Compassion Acts’ wider responsibilities.

Agree and support the Christian values of Compassion Acts. Able to work unsupervised at times.

Applications, using the Compassion Acts application form, to the CEO on [r.owens@compassionacts.uk](mailto:r.owens@compassionacts.uk) by midday on 30th April 2024

For an informal discussion about the role contact Alison Read 01704 264505