

Braintree Area Foodbank Community Outreach Officer Job Description

Job title	Community Outreach Officer
Start date	As soon as available (probation 3 months)
Salary	£21,808 (Pro rata £12,794)
Hours	Part time 22 hours Flexible with prior arrangement
Contract	Fixed 2 years
Annual leave	28 working days including bank holidays (Pro rata for PT)
Line manager	Project Manger
Location	Office within the warehouse at Lakes Industrial Park, Braintree, however this role will involve visiting all the distribution centres in and around the Braintree area

About Braintree Area Foodbank

Braintree Area Foodbank started in 2012. We are a part of the Trussell Trust network of food banks and distribute food and other essentials to people in crisis food poverty. We operate over a wide area around Braintree, with distribution centres in Braintree itself, Great Notley, Sible Hedingham, Halstead and Witham, supported by home deliveries where required. We work with a wide range of frontline referral agencies, voluntary and statutory, which are issued with vouchers to enable them to refer clients to the foodbank, having assessed their needs. Clients then visit one of our centres where they are met with light refreshments and a listening ear. Additionally, in order to try to mitigate the underlying cause of the crisis, our centres have information on a wide range of organisations to which clients may be signposted by one our volunteers.

Overview of role

Duties of role/responsibilities
<ul style="list-style-type: none"> • Provide one to one support to clients and in particular to those receiving home deliveries, with compassionate, non-judgemental listening. • Providing signposting when relevant and appropriate to the client. • Leading in knowledge of current signposting options, contact information, renew relevant leaflets and posters in the centres.. • Developing a good understanding of local resources and national support available to clients and attending signposting training opportunities.

- Engage with, and build partnerships with, agencies, charities and organisations on the behalf of clients, advocating to ensure that needs are being met and individuals are able to move forwards.
- Provide outreach work to schools, churches, businesses, supermarkets and community groups. Producing and providing talks and presentations, spreading awareness of the Foodbank.
- Provide general office support/cover where necessary to ensure the smooth running of the service.
- Provide written and verbal reports to internal and external meetings, with key stakeholders of the Foodbank.
- Identify and action upon areas within the Braintree District where we feel people may be in poverty but are not reaching out for support, which could include evidence based reports to help bring around change in the local area
- Support the overall strategy of the board to provide outreach work into rural areas and in particular reaching aged communities who we feel may be under represented.

Personal skills and experience

- Passionate about helping clients experiencing food poverty or crisis.
- Sharing the heart and vision of the Trussell Trust as a whole and sympathetic to the Christian beliefs of the organisation.
- Experience of setting interpersonal boundaries and lone working.
- Experience and knowledge of giving advice, desirable.
- Problem solving ability.
- Experience of office systems, procedures and electronic filing systems.
- Good diary and time management Self-motivated and highly adaptable. Flexible with plans – able to change and adapt quickly.
- Willingness to follow the policies and procedures.
- Experience of working with volunteers.
- Demonstrates people management skills.

- Ability to learn quickly and confident to question.
- Willing to work additional hours to meet the demands of the role, subject to discussions/time off in lieu or paid overtime.
- Communicates with others in a clear and structured fashion (written and verbal).
- Ability to maintain a high level of confidentiality and discretion at all times
Understands the importance of confidentiality and data security.
- Deliver agreed performance objectives with required support.
- Willing to travel on company business on an ad-hoc basis.
- Ability to take control of a situation when necessary.
- Judgement regarding when to take decisions on your own and when to refer.

Education, training and qualifications

- Holds GCSE or equivalent Math, English and ICT, with good numeracy and literacy skills.
- Valid, full driving license (with less than 6 points), with use of own car.
- Computer literate with a strong working knowledge of Microsoft Office.
- Willing to undergo a DBS check.
- Applicant must be eligible to work in the UK.
- Willing to undertake further training to fulfil the requirements of the role to include but not exclusively
 - Induction training on commencement of role
 - IT system training for Trussell Trust data program will be provided on commencement of role
 - Safeguarding and signposting training will be provided on commencement of role
 - H&S training will be provided on commencement of role.
- Willingness to undertake other duties as decided by the Board of Trustees.

Equal Opportunities

The Board of Braintree Area Foodbank Ltd believes that all people are created equal in sight of God and seeks to promote all the foodbanks activities in ways which recognize and encourage that principle