

Braintree Area Foodbank

Community Outreach Assistant – Job Description

Job Title: Community Outreach Assistant
Location: Office in Braintree and surrounding areas
Employed by: Braintree Area Foodbank
Line Manager: Charity Manager
Salary: £24,960 F.T.E (Pro Rata £13,312) 1 Year Fixed Term Contract
Hours: 20 hours per week (Preferably over 5 days)

Overall responsibility of the job:

Support the Community Outreach Officer with Braintree Area Foodbank's outreach service, ensuring its operational efficiency, standards and development in accordance with The Trussell Trust franchise model and Braintree Area Foodbank policies and guidelines.

Braintree Area Foodbank Ltd is a charity founded on Christian principles. Not every member of the team is a Christian, but we all subscribe to the same values and trust that new team members will too.

Main Responsibilities

- Assist in the provision of one-to-one support for Foodbank clients over the phone including any relevant signposting, direct onwards referrals and the contacting of external agencies on client's behalf where appropriate.
- Liaise with other staff members, volunteers, external agencies and financial inclusion workers concerning clients, their situations and the next steps to be taken.
- If decisions are taken to limit a client's access to foodbank vouchers, inform all relevant parties.
- Issue vouchers for clients when deemed appropriate.
- Stay up to date with new and existing local support services, disseminating this information to staff and volunteers.
- Liaise with our PR team, offering them information on support that they can share publicly.
- Build strong relationships with local support agencies, charities and organisations.
- Maintain our inhouse CRM with updates and information about client interactions.
- Support the Community Outreach Officer with the team of volunteers who provide talks about the foodbank to varying sectors of the District in order to increase education about our services.
- Liaise with the Warehouse & Distribution Manager in regards to Acts 435 requests.
- Provide general office support/cover to ensure smooth operations.
- Assist the Community Outreach Officer to provide written and verbal reports, when required, for foodbank stakeholders.

Company Responsibilities

- You will be expected to participate in a staff appraisal scheme for yourself and staff you may manage.

Effective People Management

- Assist with the recruitment, training and support of volunteers.
- You may have access to confidential data on staff and service users. Failure to maintain confidentiality may lead to disciplinary action which could ultimately lead to dismissal.

External Liaison and Communication

- Ensure compliance with the terms of the foodbank franchise as set out in the Operating Manual, ensuring the security of the Trust's intellectual property, including attending various local, regional & national meetings, as appropriate.

Data and Reporting

- Ensure the timely reporting to Directors/Trustees of all exceptional events, e.g. complaints, significant press contacts, accidents, external evaluations, safeguarding incidents or risk to reputation etc.
- Assist with the maintenance of on-line and other data recording systems, monitoring key indicators and supporting data input volunteers to ensure the maintenance of all records.

Equal Opportunities

The Board of Braintree Area Foodbank Ltd believes that all people are created equal in the sight of God and seeks to promote all the foodbank's activities in ways which recognise and encourage that principle.

Training

- Induction on commencement of role.
- IT system training for Trussell Trust data program as required.
- Ensure completion of all specific training relevant to your role, take opportunities for further professional development and training as appropriate.

Changes to this Job Description

You have the responsibility to discuss any job changes with your line manager at the time the change occurs and agree any permanent substantial change. You may be required to carry out other duties as reasonably required of you.

Person Specification – Community Outreach Assistant

Category	Criteria	Essential	Desirable
Qualifications	Full UK driving licence and access to own transport		Y
Experience	Experience of working in a community-based, outreach, or client-facing role		Y
	Experience of working with people in crisis or vulnerable situations		Y
	Experience of liaising with external agencies, charities, or local organisations		Y
	Experience of supporting or coordinating volunteers		Y
	Office administration experience, including use of CRMs or data management systems	Y	
Skills & Abilities	Excellent communication and interpersonal skills	Y	
	Ability to handle sensitive information with empathy and confidentiality	Y	
	Strong organisational and time-management skills	Y	
	Confident IT user – especially email, Microsoft Office, and data input	Y	
	Ability to work independently and as part of a team	Y	
	Ability to identify client needs and make appropriate referrals or signposts	Y	
Knowledge	Understanding of issues affecting people in poverty or crisis		Y
	Awareness of local support networks and services in the Braintree area		Y
	Understanding of safeguarding principles and GDPR		Y
Personal Qualities	Commitment to the values and mission of Braintree Area Foodbank	Y	
	Compassionate, patient and non-judgemental	Y	
	Willingness to be flexible and adaptable	Y	
	Reliable, trustworthy, and professional	Y	