



[www.sufra-nwlondon.org.uk](http://www.sufra-nwlondon.org.uk)

Registered Charity No. 1151911

## Welfare Advice Manager

Salary	£28,000 to £35,000 pro rata
Hours:	4 or 5 days a week (32 or 40 hours)
Annual Leave:	25 days pro rata + statutory holidays
Responsible to:	Programmes Manager
Location:	Stonebridge, London Borough of Brent

## About Sufra NW London

Sufra NW London is a Community Hub that provides a lifeline to people in crisis – including families living in extreme poverty and people who are vulnerable, homeless or socially isolated. We provide them with the food and support they need to survive, empower them to learn new skills and improve their wellbeing, and help them to find work and become financially stable.

Our core work focuses on providing emergency food aid through our Food Bank and Community Kitchen, but these are gateway services that enable our service users (we call them guests) to access a wider range of services and activities designed to address the root causes of poverty and homelessness. Our services include:

- **Food Bank:** Last year, we provided emergency food aid to around 3,000 people who cannot afford the basic cost of living. Access is strictly by referral from one of our 60 registered local referral agencies and access is typically limited to four food parcels a year.
- **Community Kitchen:** We serve a freshly cooked three-course vegetarian meal every Friday evening. Referrals are not required; the service is open to the community. Last year we served over 2,000 meals, mainly to people who are homeless, socially isolated, food bank users or those in debt or claiming benefits.
- **Welfare Advice Service:** Our Advice Worker helps people address the underlying problems that led them to our Food Bank – such as benefit disruptions, housing problems and other financial difficulties. The support we provide is ongoing and tailored to the needs of the individual – no matter how long it takes.

- **Food Academy:** An AQA accredited 6-week cookery course that teaches young people about nutrition and healthy eating as well as food preparation and kitchen skills. The course is designed to increase community cohesion, reduce social isolation and improve the health and wellbeing of the families we support.
- **Refugee Support:** Our Refugee Resettlement Programme helps newly arrived refugees and asylum seekers access the housing, healthcare, training and jobs they need to build a new life in the community. We offer cultural trips, access to ESOL classes, support groups, orientation classes and events to improve integration and independence.
- **Employment Training:** We regularly run programmes designed to empower the long-term unemployed to find work by gaining professional skills and experience. Our accredited courses also help with CV writing, work experience and finding work.
- **St. Raphael's Edible Garden:** We've worked with local residents to turn an abandoned space on the estate into a Community Garden, where we offer horticulture courses and volunteering opportunities for local residents and people with additional mental/physical health needs. The space includes a teaching tipi, a wildlife pond, a chicken coop (with 20 egg-laying hens), an orchard and an abundance of raised beds for growing vegetables and fruit.

Each of these services is designed to lead vulnerable people on a personal journey from crisis to economic stability, social inclusion and active participation in the community. We rely heavily on our dedicated volunteers to ensure that we can deliver our services, and we work closely with faith groups, schools and voluntary sector organisations who provide a wide range of additional support.

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# Role Description

We are recruiting an Welfare Advice Manager to deliver high quality advice, information and welfare support to vulnerable guests on a range of topics including benefits, housing and access to training and employment services. The postholder will be required to deliver advice at casework level via regular one-to-one surgeries, appointments and group workshops. An additional focus will be on establishing clear pathways for referring guests to external services, and managing volunteers to triage, signpost and refer guests to other forms of welfare support.

We are seeking a highly articulate and proactive individual with exceptional welfare advice knowledge, 3 years advice delivery experience, strong project management skills, as well as experience managing staff and volunteers. The ideal candidate will have up-to-date knowledge of the welfare system and safeguarding protocols. They must also have demonstrable experience using a case management system and be able to manage a diverse workload and work under pressure.

This is an immensely rewarding role working in a dynamic charity built on an ethos of sharing, hospitality and inclusivity. We are looking for an exceptionally committed individual who is willing to go the extra mile and has flexibility to work during evenings and weekends if necessary. As this is a frontline role, you will be required to work on site at least 3-4 days per week.

We offer a wide range of employee benefits including –

- Excellent annual leave entitlement
- Pension scheme
- Employee Assistance Programme
- Death in Service benefit
- Flexible working
- Opportunities for training and professional development

To apply for this role, please submit a CV, Covering Letter (no more than 1 side) by email to [admin@sufra-nwlondon.org.uk](mailto:admin@sufra-nwlondon.org.uk), and complete our Equal Opportunities Form found [here](#).

**DEADLINE FOR APPLICATIONS: The deadline for applications is Thursday 7<sup>th</sup> July, with interviews being carried out on a rolling basis.**

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# Main Duties & Responsibilities

*Develop and deliver a comprehensive Welfare Advice Service to our Food Aid guests, providing high quality advice and information to address the causes of food insecurity and disadvantage.*

## Advice Services

- Deliver case work relating to welfare benefits, housing and employment support to guests experiencing hardship.
- Identify the most appropriate course of action to resolve their issues and monitor the progression of all cases to the point of resolution.
- Act on behalf of guests by representing their interests to third parties.
- Assist in sourcing housing options for guests that are homeless or in insecure accommodation.
- Apply for funds from trusts and foundations to support individuals and families with essential costs such as housing deposits or white-goods and/or cancellation of debts.
- Issue micro-grants or in-kind emergency donations of clothing and household items in accordance with the charity's Samaritan Fund.
- Establish strong and trusting relationships with guests to develop a full picture of their needs, and empower guests to act for themselves, wherever appropriate.
- Ensure that these services reflect the ethos, values, and core principles of the charity.
- Maintain accurate records of case work using the charity's Case Management System.

## Service Development:

- Carry out ongoing review of existing service delivery procedures with a view to increasing efficiency, coordination, and integration with other services offered within the charity.
- Conduct regular Independent Case Reviews to assess the quality standard of advice work.
- Develop new initiatives and awareness raising activities that reduce the impact of poverty and disadvantage.
- Ensure colleagues and relevant stakeholders are informed of changing legislation and social policy updates.
- Lead on regular Advice Quality Standard (AQS) audits of the Advice Service and deliver on follow-up action plans.

## Volunteer Management

- Develop, review and implement key policies and procedures to better equip Advice Volunteers to fulfil their role.
- Provide induction, support and supervision to enhance the quality standard of the service and contribute to the personal development of volunteers.

- Foster a positive working environment that maintains high morale and supports Advice Volunteer retention and regular participation.

### **Budgets, Monitoring & Evaluation**

- Support the Senior Leadership Team in setting service budgets, updating emergency aid policies, and monitoring spending in line with reporting and budgetary requirements.
- Provide regular and timely monitoring reports on service outputs, outcomes and expenditure for funders, the Senior Leadership Team and the Board of Trustees.
- Collect regular feedback and conduct surveys from relevant stakeholders to inform ongoing improvements to the Advice Service.

### **Other**

- Act as Safeguarding Lead at Sufra NW London.
- Oversee the annual publication of the charity's Directory of Local Services.
- Represent the charity at external events and network meetings.
- Undertake any other reasonable duties to support the operations of the charity.

# Person Specification

Competency	Specification	Essential	Desirable
<b>Education</b>	Educated to degree level		✓
	Minimum 3 years' experience providing advice and/or case management services	✓	
	Qualifications in Welfare/Welfare Advice		✓
<b>Experience</b>	Managing projects and/or services	✓	
	Volunteer recruitment and management		✓
	Monitoring, evaluating and reporting on social outcomes	✓	
	Knowledge of AdvicePro or experience using a Case Management System	✓	
	Working with refugees and asylum seekers		✓
<b>Knowledge</b>	Safeguarding policies and procedures	✓	
	Extensive and up to date knowledge of the welfare benefits system	✓	
<b>Skills &amp; Abilities</b>	Excellent written and oral communication skills	✓	
	Ability to work with others professionally	✓	
	Advanced IT Skills (Microsoft Office)	✓	
	Fluent in Arabic or other languages		✓
<b>Attitude</b>	Honest and trustworthy	✓	
	Positive, friendly and hard-working	✓	
	Willingness to engage in further training	✓	
	Commitment to the values of Sufra NW London	✓	