

Advice Engagement Volunteer

- Barnsley Foodbanks

# **Job Purpose**

Financial inclusion support and advice can make a huge difference to people going to foodbanks – enabling them to maximise their income and ensure their debts are under control so that they no longer need to come to food banks. As an Advice Engagement Volunteer, you will be interacting with people as they attend the foodbank to understand their circumstances, identify any unmet advice needs, and introduce them to this exciting new support that the foodbank and DIAL can now offer.

**Responsible to:** Volunteer Training and Support Officer

**Duties and Responsibilities**

* Actively listening to people coming to foodbanks about their circumstances
* Identifying unmet advice needs and undertaking triage where possible to scope the urgency of these
* Introducing the foodbank’s advice service and how it may be able to support the individual to tackle the issues that they’re experiencing
* Introducing people to the onsite adviser or booking them an appointment for their initial advice assessment in a timely manner that aligns with the urgency of their issue(s)
* Liaising with the adviser to ensure that a high-quality client experience is maintained

**Skills and Attributes Needed**

* Ability to show empathy to people who are from socially excluded backgrounds
* Adaptability and flexibility in handling different priorities
* Awareness and ability to uphold professional and personal boundaries
* A team player
* Good interpersonal skills, particularly in active listening and sensitivity in difficult situations
* Passion for fighting poverty and exclusion to help achieve a better society
* Understanding the need for confidentiality and a non-judgemental approach
* Willingness to learn new skills and meet new people
* Attention to detail
* Good administrative skills

# **Teamwork**

* To take responsibility for punctuality on agreed working times and arrangements.
* To attend any arranged meetings to discuss practical matters relating to the running of the information service and future developments.
* To share in any necessary administrative and domestic tasks, including keeping the office tidy, using office equipment, and carrying out routine post and answerphone duties and procedures for opening/closing the office.

**Social Policy Work**

To contribute to work on social issues, both locally and nationally by:

1. Participating in exercises undertaken by DIAL.
2. Identifying national and local social policy issues likely to affect clients and raising these with the Manager or at a staff meeting.
3. Identifying enquiries which have social policy implications for a number of clients, and raising these with the Manager or at a staff meeting.

# **Confidentiality and Impartiality**

Volunteers will sign a confidentiality pledge.

Beyond the necessary sharing of information with colleagues to assist a client, you must maintain strict confidentiality over all personal information about clients and must get the client’s consent before you disclose any information about them.

All client enquiries must be responded to on an impartial basis.

# **Hours and Conditions**

The minimum availability required is 2 hours per week.

DIAL will reimburse travel expenses incurred by volunteers travelling to and from the DIAL office or elsewhere on DIAL business.

As far as possible volunteers will be on the same terms and conditions as paid staff regarding discipline and grievance procedures, opportunities for personal development, responsibilities to DIAL for delivering a quality service etc.