

North Bristol & South Glos Foodbank

Registered Charity Incorporated Organisation 1195058

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Advice First Project Coordinator

Contract: 2 year fixed term contract, with the possibility of becoming permanent.

Job Purpose: The Advice First Project Coordinator will work alongside the Foodbank Manager to lead and develop the new 'Advice First' model of North Bristol & South Glos Foodbank, with a goal to ensure that everyone who uses the food bank is offered appropriate support and advice as well as emergency food.

Reports to: Foodbank Manager

Salary: £25,875 FTE (£20,700 pro rata)

Hours: 30 hours a week; 9am - 5pm on 4 days Monday - Friday (flexibility on the days) with occasional weekend work or evening meetings.

Start date: To be confirmed

Location: Based at North Bristol & South Glos Foodbank Office, Ebenezer Church 286 Filton Avenue, Horfield, Bristol, BS7 0BA with potential for some home working.

Key Skills and Experience:

- Excellent Interpersonal and communication skills - working with individuals or groups of people that may include professional agencies, volunteers and food bank users.
- Experience at networking and collaborating with external agencies.
- Organisation and project management skills.
- Awareness of the vulnerability of those living in poverty and experience of how services can support their needs, with experience working in a similar field preferred.
- Ability to develop strong working relationships with professionals working in charitable organisations, statutory agencies and health and social care services.
- Ability to plan and carry out training.
- A current full driving licence is required.

Personal Attributes:

- Flexible and responsible.
- Self motivated and able to take initiative.
- Able to work as part of a team.
- Agree and support the Christian ethos, origin and values of the project.
- Empathy with the client group, volunteers, staff team and external agencies.
- Passionate about tackling poverty.
- Experience in empowering others.

Roles & Responsibilities:

- Work with the Foodbank Manager and other team members to develop an 'advice first' model for North Bristol and South Glos Foodbank.
- Build relationships with existing referral partner organisations.
- Create and build relationships with potential new referral partner organisations.
- Create an improved referral system to North Bristol & South Glos Foodbank to ensure that clients receive the wraparound support they need. This includes working with other Trussell Trust food banks in Bristol to ensure an improved referral system throughout Bristol & South Glos.
- Provide training and ongoing feedback to referral partner organisations, to ensure all referrals meet the expected standards.
- Create signposting and referral resources for referrers and food bank users.
- Build, train and monitor a team of staff and volunteers who can carry out effective signposting and referrals from food bank outlets.
- Monitor the quality of referrals to the food bank, and signposting from the foodbank, using existing reporting systems and creating new tools.
- Work with partner churches and organisations to set up community hubs, which will include signposting and support and advice services available in local communities, as a way to support people to prevent them needing to use the food bank.