

<b>JOB DESCRIPTION</b>	
<b>Job Title</b>	<b>Local Welfare Provision Project Worker</b>
<b>Contract Type</b>	Permanent
<b>Hours to be Worked</b>	The part time working week for this role at Urban Outreach (UOB) is 9.00am – 1pm Monday to Friday. However, there may be occasional earlier starts, evening and weekend work according to service need.
<b>Place of work</b>	The principal place of work is currently Environ House, Salop Street, Bolton. The post-holder may however be required to work at various other operational locations within Bolton including our Food Hub and Amber Centre, as deemed appropriate for the execution of specific duties.
<b>Directly responsible to</b>	The Food Services Team Leader
<b>Directly responsible for</b>	Volunteers and clients when engaged within the service
<p><b>Summary of Job Role:</b></p> <p>Working alongside staff and volunteers to ensure the smooth delivery of our Local Welfare Provision (LWP) service. LWP provides emergency food parcels and/or utility top ups for individuals and families on behalf of Bolton Council. This job involves administration of the service including keeping accurate records, purchase ordering and maintaining LWP food stock levels. The role also entails serving customers referred to us by Bolton Council by making up and handing out food parcels and connecting with our customers to create a warm and welcoming safe community space.</p> <p>You will also work within the Food Team to ensure the smooth running of food projects and services. Duties will vary from time to time depending on the demands of the project. The job involves supervising, training and supporting volunteers and partner agency workers. The job may on occasion involve supporting service users on food use and safety. It may also involve making presentations to schools, churches, community groups and other agencies. In addition, the post-holder will be expected to support the work of our two other teams as determined by service need. These are our Adult Services Team and our Children and Families Team.</p> <p><b>Context:</b></p> <p>The service that the post-holder will jointly be responsible for supporting delivery of is:</p> <p><u>Local Welfare Provision</u> - LWP provides emergency food parcels and/or utility top ups for individuals and families on behalf of Bolton Council.</p> <p>The other projects that the post holder will support are:</p> <p>Storehouse Foodbank, Storehouse Pantries, Bolton Lunches, Christmas Dinner on Jesus and Friends of Fun Food.</p>	

**Main Duties and Responsibilities:****The post-holder will:**

1. Receive and process client referrals from Bolton Council and other partner agencies (ie, Bolton at Home) and resolve queries as they arise
2. Supervising volunteers to make up LWP food parcels in accordance with agreed specifications
3. Give out food parcels to referred clients and ensure the relevant paperwork is correctly completed
4. Process electricity and gas top-ups for clients using our PayPoint and PayZone machines
5. Effectively administer appropriate IT systems for financial reconciliation, including Excel and Outlook
6. Support LWP and other clients of Urban Outreach, providing information, advice, guidance and signposting to other services and individuals as appropriate to meet their broader needs
7. Place, process, receive and maintain records of food stock orders
8. Supervise, develop and support volunteers - including preparation of rotas, organizing and delivering informal training as required
9. Maintain regular communication and good relationships with partners including food suppliers, public sector and not-for-profit agencies, churches, schools and businesses
10. Liaise with complimentary service practitioners (eg. Bolton Council's Money Skills service) and enable them to provide additional help and support to LWP clients receiving food parcels
11. Ensure efficient storage, stock control and safety of LWP food and other goods
12. Set out, keep clean and organise, all LWP work and stock areas
13. Keep accurate records including order details, costs, LWP project outcomes, fridge / freezer temperature control monitoring, inputting of data, auditing and compiling brief reports as required
14. Stand in for and support other team members and volunteers as required, including general office administration tasks
15. Work alongside others in developing and promoting our food-related anti-poverty services in accordance with the aims, objectives and values of Urban Outreach

16. Help design and deliver presentations and educational information sharing sessions on the work of UOB to our partner agencies and supporters as required
17. Set out work areas for seasonal projects involving production line work
18. Support the gathering of service user involvement and feedback in service development
19. Support Children, Families and Adult Services UOB Team members as required
20. Support UOB in facilities cleaning and tidying tasks as required
21. Take photographs of suitable work interactions. Support the preparation of material for 'good news stories, case studies, outreach publicity displays, our website and social media accounts
22. Undertake relevant training and continuous professional development
23. Participate in one-to-one competency appraisals, supervision and team meetings
24. Be familiar with and abide by all the policies and procedures of UOB with particular regard to safeguarding, data protection, information security, confidentiality, befriending, health and safety including lone working
25. Undertake other duties and responsibilities consistent with the objectives of this post

## Person Specification

<u>Essential Criteria</u>	<u>Qualifications Required</u>
1. Demonstrable personal commitment to UOB's charitable objects, mission, vision, aims and Christian Ethos.	14. This role involves some direct contact with vulnerable people, requiring a Disclosure and Barring Service (DBS) check. We can arrange this.
2. Friendly, enthusiastic, supportive and able to work well as part of a team.	15. Use of a vehicle for work and holding a full UK driving licence with suitable vehicle insurance.
3. Able to demonstrate personal attributes of honesty, integrity, emotional resilience, empathy, confidence, and determination.	16. 16 A full clean UK driving licence
4. Possessing excellent attention to detail and accuracy in completing tasks in a timely manner.	<b><u>Desirable Criteria</u></b>
5. Able to demonstrate good customer service, listening and presentation – relating well to service users and professionals alike.	17. Experience in leading and developing projects and services.
6. Able to demonstrate continuous development of appropriate skills and knowledge.	18. GCSE grades A – C (9 – 4) in Mathematics and English or equivalent.
7. Ability to guide, supervise and support individuals and groups.	19. A qualification and/or experience in Logistics / Supply Chain Management / Food Safety / Customer Service.
8. Good general knowledge of safeguarding, data protection, confidentiality and health and safety, and their practical application within organisations such as UOB.	20. Experience of working with food suppliers, public sector and charitable organisations.
9. Digitally literate – possessing good literacy and numeracy skills together with a good working knowledge of computer programmes. Competency in data inputting, monitoring, reconciliation, and in report writing.	21. Able and sufficiently experienced to drive smaller Urban Outreach 'transit van' type vehicles.
10. Possessing good organisational skills, the ability to use initiative, plan and prioritise well.	22. Experience of working with and supporting vulnerable and needy people.
11. Flexibility, a willingness to take on tasks at short notice and an ability to work effectively under pressure.	
12. Able to participate in the physical moving and handling of goods.	
13. Able and willing to work outside standard working hours as determined by needs of the job.	