



Job Description

Role	Outreach Advisor
Reporting to	Service Delivery Manager
Salary and Contract	£27000 FTE depending on experience Fixed term Contract with extension subject to funding.
Location	East Grinstead Foodbank with occasional travel to CA offices in East Grinstead or Haywards Heath.
Hours per week	Up to 24 hours per week
Contract Term	Fixed term – 1 year
Team overview	Working in the Advice Community Projects Team.
Role overview	Outreach advisors work in a range of settings as the funding requires, usually co-located with the funder at least one day per week and seeing clients in a community setting such as advising clients in a local Foodbank. The role will primarily focus on income maximisation, debt and budgeting for clients with the aim of resolving financial problems supporting individuals and families in crisis who cannot afford to put food on the table. Clients are referred to the foodbank by local agencies, such as schools, churches, hospitals, Citizens Advice, GP Surgeries & Housing Associations. East Grinstead Foodbank is part of a nationwide network of foodbanks, supported by The Trussell Trust, working to combat poverty and hunger across the UK. This work is hugely rewarding and can make a real difference to people who are struggling to make ends meet. In addition to financial support advice and casework, you will provide guidance and leadership to the Client Support Scheme, supported by a dedicated Coordinator and the foodbank. Activity will include: • Holistic assessment of client needs • Maximise income through benefit checks, applications and ensuring claims are correct • Undertaking debt assessments and negotiate with creditors

	• Use budget tools and financial skills opportunities • Identifying and promote sources of financial help available to clients • Run a caseload to support clients to achieve successful outcomes • Work with Foodbank volunteers to upskill them and raise awareness A trainee role will be considered for the right candidate who can demonstrate some knowledge in one of the areas of benefits or debt and transferable skills, agreeing to meeting key training and quality milestones.
Main responsibilities	Key elements/Tasks
Service Delivery	• To provide in-depth quality advice and ongoing casework in welfare benefits and debt, in person and by phone; taking a holistic approach addressing the root cause, ensuring all options are given to and understood by the client so they make informed choices about their situation. • Prepare accurate financial statements, budgeting advice and progression of debt options, advising on court proceedings for debt recovery and repossessions, and income maximisation to ensure take up of benefits and options such as backdating, overpayment and sanction challenges and appeals. • Communicate directly with third parties on behalf of the client including negotiating with creditors or landlords. • Undertake and manage own caseload, following internal and external quality standards and procedures including advice and closure letters and ensure deadlines are met. • Deliver a high-quality reliable service, ensuring referrals are responded to within agreed times and cover is provided when on leave. • Work with stakeholders including funders, represent the organisation when co-locating, to ensure a successful delivery of the project, maintaining independence. • Use advice resources such as Advisernet, specialist books, caselaw and any other diagnostic tools required, and liaise with Specialist advisors when needed.

	• Ensure work is of a continuous high standard, passes quality audit checks and welcome feedback to continuously improve work and support others. • Maintain detailed and accurate records which are kept up to date including activities and outcomes on the client case data base system (Casebook). Provide regular reports to funders on progress of cases and funder reports. • Work with the Foodbank leaders and volunteers to upskill and provide leadership on client options. • Ensure own knowledge and skills are kept up to date with the latest legislation, policies and practices relating to the role, undertake training and minimum Continued Professional Development Hours.
Contribute to Team	• Support the wider service including partners by sharing expertise, conducting independent quality checks, supporting others with their learning and development including volunteers. • Ensure all internal policies and procedures are followed. • Be an active member of the team with positive contributions to the service and organisation development and other projects. • Work with partners including constructively and proactively seeking referrals and building the partnership.
Research and Campaigns	• Assist with research and campaigns work by sharing insight and identifying new and ongoing issues and trends, informing research and supporting work to improve the system of clients. • To identify and prepare case studies and provide other evidence to support local and national influencing work. • Support with media interviews as agreed. • Prepare update reports.
Other Duties & Responsibilities	• Carry out any other tasks which may be within the scope of the role to ensure the effective delivery and development of the service. • Demonstrate commitment to the aims and principles of the Citizens Advice service including equality, diversity and inclusion. • Ensure safeguarding issues are identified and relevant policies followed. • Ensure GDPR, safeguarding and other policies are followed. • Travel may be required for training and supervision.

	• Support and actively engage in fundraising activities across CAWS as necessary.
--	---



Person specification

Essential knowledge and experience

- At least 1 years FTE recent experience of delivering independent high-quality advice and casework in a busy environment whilst working to and maintaining external quality standards.
- Demonstrable knowledge of welfare benefits and debt remedies including maximising income through claim dates, appeals, grants and housing costs with successful outcomes.
- Experience of working independently in a busy and changing environment and able to meet targets.

Essential skills and behaviours

- Excellent IT and digital skills, able to self-administer work.
- Excellent organisation skills, able to follow processes and have attention to detail whilst managing competing priorities.
- Proactive, resilient team player able to work with different stakeholders.
- Strong communication skills, able to quickly build rapport and explain complex information verbally as well as construct well written letters and cases
- An understanding of quality and able to show how this is applied to own work.
- A commitment to challenge discrimination and uphold our Equity, Diversity and Inclusion values.

Desirable

- Advice qualification including or willing to achieve this within 3 months.
- Experience of undertaking casework under the AQS or similar quality standards.

Sept 2026