



Foodbank Support Worker

Job pack

Thank you for your interest in working within the Citizens Advice service. This job pack should give you everything you need to know to apply for this role and what it means to work within the Citizens Advice service.

In this pack you'll find:

- Our values
- 3 things you should know about us
- Overview of the Citizens Advice service
- Overview of the Foodbank Support Worker role
- Role Profile and Person Specification
- Our approach to Equity, Diversity & Inclusion (EDI)
- Further information and how to apply

Our values

Values to help us achieve our cultural ambition: an inclusive, purpose driven workplace that listens, works together, is open and honest, accessible and helps everyone be the best they can be.

Purpose driven we always focus on the people who need our help.

People focused we recognise, value and reward contributions and talents in an open, fair, and meaningful way.

Collaborative we build relationships across teams and locations to foster innovation and inclusive ways of working.

Transparent we are open and honest, sharing information early and often whenever we can.

3 things you should know about us

1. We're local and we're national. Citizens Advice have 4 national offices and offer direct support to people across England, Wales and the Channel Islands in 236 independent local Citizens Advice services, including within the New Forest.

2. We're here for everyone. Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.

3. We're listened to - and we make a difference. Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.



Overview of the Citizens Advice service

The Citizens Advice service comprises a network of 236 independent local Citizens Advice charities across England, Wales and the Channel Islands, and the national charity. The role of the national charity is to enable local Citizens Advice to deliver their services and jointly deliver other services at a national level, including the website.

Citizens Advice provide support from:

- 511 local Citizens Advice offices in communities across England and Wales
- over 1,166 outreaches in local communities, such as GPs' surgeries, hospitals, libraries, prisons and community centres
- the Witness Service, available in 234 criminal courts across England and Wales

Across the whole of Citizens Advice, the service is delivered by around:

- 10,000 local staff
- 19,500 volunteers

We help millions of people every year with free, independent and expert advice across the broadest range of areas – from money and debt to benefits, housing, energy, work and so much more.

Overview of the Project

The project is designed to provide an intensive advice and wrap-around support service to clients of the Waterside Foodbank. The project will facilitate access to advice including benefits, housing and debt, as well as the wider services provided by Citizens Advice and other partner organisations across the New Forest. The aim of the project is to secure continued engagement from people experiencing difficult circumstances to help them reduce their reliance on emergency food provision through bettering their financial position.

Overview of the Projects Manager role

The Foodbank Support Worker will provide advice and support to Waterside Foodbank clients who are experiencing profound difficulties in managing financial problems including debt and benefit issues, and who may face additional problems such as the threat of homelessness. This support may be intensive. The Foodbank Support Worker will act as a bridge between clients and the Citizens Advice team to aid engagement in the processes associated with addressing their issues. This may involve liaison with key local agencies (Foodbank, Housing, Schools, etc) as well as practical support such as accompanying clients to meetings and helping with paperwork and associated administrative tasks.

Job Title	Foodbank Support Worker
Reporting to	Advice Locality Manager - East
Annual Salary	£13,325 (£26,300 FTE) with salary review on successful completion of three month probation.
Hours of work	19 hours per week
Contract	Permanent, with funding for the project agreed until end of June 2027; three-month probation
Location	Waterside Foodbank although further travel may be required
Holiday	25 days per annum (pro rata), plus bank holidays
Role overview	To provide a service giving high quality information, advice and wraparound support to clients accessing the Waterside Foodbank to tackle the issues that have led to their need for emergency food support.
Key responsibilities	<ul style="list-style-type: none"> • To use sensitive listening and questioning skills to engage with clients identified as in need of support to deal with their financial situation. • To build trust with clients through face-to-face meetings, telephone and email contact, to help identify financial and associated issues and to support the collection of information to be used by other Citizens Advice Advisers. • To identify personal strengths of clients, and to help clients to build on them, to engage in the processes involved in resolving their financial difficulties. • To research and explore options, and clarify implications, so that clients can make informed decisions about their financial situation.

	<ul style="list-style-type: none"> • To act for the client where necessary by calculating entitlements, drafting letters and supporting with telephone interactions. • To support clients in following advice on ways to maximise income and reduce debt. • To complete ongoing casework to ensure that clients are completing applications and are prepared for engagement with third parties. • To facilitate completion of money advice casework by helping clients engage with the Citizens Advice Debt Team. This may involve a Fact Find of the client's current financial situation, communication of the prepared budget and financial plan, and encouragement to stick to the plan. • To accompany clients to key meetings with Citizens Advice and other agencies, as required. • To liaise with key local agencies to help local support systems. • To record, update and maintain information on a case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation. • To apply Citizens Advice aims, principles and policies when dealing with clients. • To ensure that all work meets quality standards set by Citizens Advice.
<p>Other</p>	<ul style="list-style-type: none"> • Complete induction and mandatory training relevant to your role. • Work within our organisational key principles, policies & procedures. • Embed Equity, Diversity and Inclusion (EDI) in day-to-day work. • Work effectively both independently and collaboratively in teams. • Undertake any other duties as might be reasonably required within the scope of this role.

Person Specification

Essential Criteria

- Strong interpersonal skills, including empathy, engagement, and the ability to manage frustration and overcome barriers to change.
- Person-centred approach that balances compassion with empowering individuals to make informed decisions.
- High levels of self-awareness and personal maturity, with a clear understanding of professional boundaries and confidentiality.
- Ability to work independently in community settings without supervision
- Effective workload, time-management, and organisational skills, working to deadlines to achieve positive client outcomes.
- Excellent written and verbal communication skills, high numeracy, and confidence using IT systems and Microsoft Office tools.

Desirable Criteria

- Experience supporting vulnerable and marginalised people
- Experience of working with people with multiple and complex needs.
- Experience of handling safeguarding concerns
- Understanding of the debt advice process.

Additional Requirements

- The role will require regular travel to Waterside Foodbank and some travel within the New Forest, hence a reliable means of transport is essential. Candidates who can drive and own a vehicle insured for business purposes will be well-suited for this position.

Our approach to Equity, Diversity and Inclusion (EDI)

EDI is of strategic importance within Citizens Advice New Forest (CANF) and recognised as integral to all we do as a service.

Central to pursuing our EDI mission is building diverse and inclusive teams in which everyone has a sense of belonging. We particularly welcome applications from people we would like to see better represented in our organisation and sector - people of colour, LGBTQ+ people and disabled people.

We are also a flexible employer, so our roles may suit anyone who'd prefer a flexible arrangement to help their work/life balance.

Further information & how to apply

If you would like to discuss this role further, please email Carol Reynolds at jobs@canf.uk

To apply for this role, please send a CV and cover letter (no more 500 words) to jobs@canf.uk to explain how your skills and experience fit with the requirements of this role. **Applications will only be accepted on receipt of a CV and cover letter to this email address.**

Applicants will be considered on a rolling basis and the closing date for this role is **Friday 1st May 2026**