

Income Maximisation Guider (Bournemouth Foodbank)

Volunteer Job Description

What will you do?

- Complete an induction to Citizens Advice and training for your role.
- Talk to clients to explore what issues they've come into that have increased their food insecurity.
- Find information about the client's issues and help them to understand their options.
- Support clients to take action to increase their income and alleviate pressure on their money worries (identifying additional sources of income and help general)
- Liaise with other organisations, to undertake the drafting or writing letters, making phone calls, or referring the client to another organisation.
- Write accurate notes and summary of the client's circumstances and what action has been taken.
- Look out for issues that are common, or are unfair, and write a short report about the problem.

Some examples of what you could do:

- Explore what benefits a client is entitled to and help them to complete a benefit application form.
- Assist a client in determining whether they may want to appeal a benefit decision and support the client in process of this difficult time.
- Help a client who is struggling with their finances and triage and signpost into the main service for further support on debt, housing, family issues etc.

No prior experience is necessary in these areas as you'll receive full training.

What's in it for you?

- Make a real difference to people's lives.
- Learn about a range of areas such as benefits, employment, and housing,

and how problems in these areas can affect clients.

- Build on valuable skills such as communication, listening and problem solving, and increase your employability.
- Work with a range of different people, independently and in a team.
- Have a positive impact in your community and on broader society.
- Meet new people and make new friends.

Valuing inclusion

Our volunteers come from a range of backgrounds, and we particularly welcome applications from racially minoritised people/people of colour, disabled people, people with physical or mental health conditions, LGBTQ+ and non-binary people.

If you are interested in becoming an income maximisation guider and would like to discuss flexibility around location, time, 'what you will do' and how we can support you please contact us.

What do you need to have?

You don't need specific qualifications or skills, but you'll need to:

- Be friendly and approachable.
- Be non-judgmental and respect views, values and cultures that are different to your own.
- Have good listening skills.
- Have excellent verbal and written communication skills.
- Have good maths and IT skills.
- Be able to understand information and explain it to others.
- Be willing to learn about and follow the Citizens Advice aims, principles and policies, including confidentiality and data protection.
- Be willing to undertake training in your role.

How much would I need to dedicate for training?

Approximately 25 guided learning hours through Citizens Advice (arranged locally for ease of access) alongside e-learning. While also, you will have continuous contact and support throughout your role.