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## **JOB DESCRIPTION**

**TITLE OF JOB:** Food Access Support Worker

**SERVICE/PROJECT:** Food Access & Support

**REFERENCE NO:** FASW2021

**CLOSING DATE FOR APPLICATIONS:** 26th April 2021

**INTERVIEW DATE:** Week commencing 3<sup>rd</sup> May 2021

**HOURS PER WEEK:** 37

**TEMPORARY/PERMANENT:** Temporary – Until May 2022

**BAND 3, NJC POINT 13, SALARY** £22,087 per annum, paid monthly by Automated Credit Transfer on 25<sup>th</sup> of each month

**HOLIDAY ENTITLEMENT:** 27 days pro rata per annum, plus 3 extra days at Christmas and the usual statutory holidays

**ACCOUNTABLE TO:** Older Peoples Services Manager

**LINE MANAGED BY:** SPOC Team Leader

**RESPONSIBLE FOR:**

- Supporting people to set up short and long term food/shopping solutions.
- Providing telephone and outreach support for people who require assistance with obtaining food and essential supplies
- Working as part of the Single Point of Contact telephone team to take referrals for support
- Liaising with relevant services, potential referrers and food providers.
- Ensuring all relevant stakeholders have up to date information on the food support service

**For an informal chat about the job, please ring Sue Game, Older People's Services Manager on 07464541463.**

**This post is exempt from the Rehabilitation of Offenders Act (1974) and the successful applicant will be subject to an Enhanced Disclosure & Barring Service (DBS) check.**

## **BACKGROUND AND AIMS OF SERVICE**

Impact Initiatives provide services across Sussex which support health and wellbeing and which help Sussex people live healthy and fulfilling lives. We strive to make tomorrow a better day.

Our support for people to access food developed through our work with Brighton and Hove City Council as part of our response to Covid 19. This linked into our provision of a single point of contact (SPOC) for our Ageing Well\* service and support we provide for older people around nutrition and eating well.

We have now developed this further to provide a service for people of all ages who are facing challenges in accessing food. This might be for a variety of reasons such as, health, confidence as we emerge from a pandemic, requirements to self-isolate, change in circumstances. The service works with individuals to find the right solution for them which includes support to set up online shopping or building confidence in using public transport or supermarket shopping or finding local delivery options. Whilst working with people aged 18+ this service will work closely with the Ageing Well Team and SPOC.

The Ageing Well Service commissioned by Brighton and Hove City Council and the CCG provides coordinated services and events across the City. These services are easy to access, reduce loneliness and social isolation and ensure older people in Brighton and Hove maintain and improve their health and wellbeing. It aims to fill current gaps, provide a combination of group and one-to-one activities across all areas of the City and will make Brighton and Hove the go to place for excellence in preventative services for older people.

Starting on April 1<sup>st</sup> 2019 our aim was to make Ageing Well a national beacon of good practice. Ageing Well will ensure that no older person in Brighton and Hove is involuntarily socially isolated.

### **MAIN TASKS**

1. To work as part of the Single Point of Contact (SPOC) team to support people to set up long term food/shopping solutions.
2. To support people to use online and telephone shopping opportunities
3. To collect and keep up to date information on food services, suppliers and options available to ensure full and accurate information can be given to enquirers
4. To support people to regain confidence in shopping for themselves
5. To signpost people to recommended paid for services
6. To follow up on contacts to measure the success and take any further actions

7. To complete the bespoke database on all contacts to ensure accurate reporting.
8. Help & support the volunteer coordinator
9. Provide cover for the Ageing Well Single Point of Contact
10. Share relevant information regarding individuals with other organisations to enable them to access services
11. Coordinating and collecting agreed information ready for reporting

## **GENERAL**

- To work within the Ageing well and organisational policies and procedures.
- To attend regular supervision sessions and meetings as required by the Service Manager. To attend regular team and partnership meetings and monthly 'all projects' meetings. To attend Impact conferences as required. To attend training events as relevant to your service area.
- To be aware of the needs of other workers, paid or unpaid, and contribute positively to a supportive working environment.
- To comply with and implement Impact Initiatives Equalities and Diversity policy and any specific policies and procedures designed to promote and monitor equalities.
- To comply with and implement Impact Initiatives Health and Safety Policy and Procedure relating to the specific activities on which you are employed. Generally to take reasonable care for health and safety of all those affected by this work.
- To undertake any other duties, as appropriate to the character of this work and as requested by the Service Manager, as reasonably required.

## **PERSON SPECIFICATION**

**Job Title:** Food Access Support Worker

<b>Skills and Abilities</b>	<b>Essential</b>	<b>Desirable</b>
Proven ability to communicate clearly in a professional but friendly manner	✓	
Proven ability and experience of managing own time, workload and priorities and be a strong team member	✓	
A high level of enthusiasm, vision and commitment to helping people live healthy and fulfilling lives.	✓	
Motivational interviewing skills and experience		✓
Skills to bring a problem solving approach and be innovative in finding solutions	✓	
Experience of organising and sharing information relevant to individuals, groups and organisations	✓	
Ability to maintain administrative, monitoring and evaluation systems	✓	
Ability to Coordinate information sharing across a wide audience against clear deadlines	✓	
Experience and competence in using spreadsheets, databases	✓	
<b>Knowledge/Experience</b>		
An understanding of ageing, disability and long term health conditions and the issues these can bring	✓	
An understanding of equalities and safeguarding principles and policies	✓	
An understanding of how different organisations work with a range of people	✓	
An understanding and knowledge of services and activities for people in Brighton and Hove		✓