



## Programmes Support Assistant (Paid Position)

### Job Specification

Temporary contract until January 31<sup>st</sup> 2023 (potential to extend or make permanent)

*The One Can Trust foodbank works closely with community partners to provide vulnerable families and individuals in South Bucks with essential weekly food parcels. It is comprised of a small team of 7 staff who work closely with approximately 200 volunteers to meet the growing demand, recently 750 people per week in High Wycombe and the surrounding areas of South Bucks. Our Programmes give further support to these clients and other vulnerable people in the area.*

Aim of Role	<p>To support the Insight Programme and Food Programme Managers in support and administrative duties for the two programmes.</p> <p>The Insight Programme has the purpose of contacting and supporting One Can Trust food bank clients from the time they receive their first referral for food parcels. A team of experienced and qualified volunteers will enable clients to access further support including local grants and funding, free training courses including employability skills, budgeting and debt management courses. An Outreach support programme, 'One Can Community Supporters' is also in the planning and trial phase, to support clients in their own homes, talking, listening, befriending and accessing local sources of support that may benefit individuals and families.</p> <p>The Food Programmes supports One Can clients and others in need in the local area with essential skills such as basic cookery and healthy eating information. We also provide a safe space for clients, in our community café, to come and talk to non-judgmental, friendly and supportive volunteers to offer guidance and help provide a solution for whatever issues they are currently facing. We believe whole heartedly that everyone should have access to basic skills to improve their day-to-day life.</p>
Reporting to:	<p>Kim Starkey Insight Programme Manager</p> <p>Cara Nightingale Food Programme Manager</p>
Time Commitment	<p>Insight Programme – 27 hours a week (£13.50 per hour)</p> <p>Food Programme – 8 hours a week (will also include events and programmes during evenings and weekends, up to 3 times a month)</p> <p>Total working hours 35 hrs per week Monday to Friday Temporary Contract until January 31<sup>st</sup> 2023. (Potential to extend or make permanent.)</p> <p>Ideal workings hours would be 8.30am – 4:00pm (7 hours a day with a 30-minute unpaid lunch break)</p>



Location	Main duties at One Can Trust in High Wycombe, 11b Duke Street, High Wycombe, Bucks, HP13 6EB (6EE for sat nav) Further duties at other venues around High Wycombe for the cookery classes and café
Main Tasks	<p><u>Insight Programme</u></p> <ul style="list-style-type: none"> <li>❖ Support the Insight Programme Manager in administrative tasks carried out as part of the programme</li> <li>❖ Prepare lists and resources used and needed by the Insight volunteer callers and support them within their role.</li> <li>❖ Use Excel databases to record and track funding sourced and support given</li> <li>❖ Support the Insight Programme Manager in advertising, recruiting and supporting a team of volunteers.</li> <li>❖ Support the Insight Programme Manager in working with One Can Trust clients, offering advice and support</li> <li>❖ Speak with clients, including the vulnerable, asking some personal questions about their circumstances and financial situations. To listen and draw information and meaning from client's explanations</li> <li>❖ Understand and use administrative processes for applying for fuel bank vouchers and funding from local charities and Buckinghamshire Council</li> <li>❖ Follow One Can Trust's policies and procedures including confidentiality and data protection policies</li> <li>❖ Feedback and discuss any concerns about clients to the Insight Programme Manager</li> <li>❖ Attend quarterly meetings with the Insight Team and share own experiences</li> <li>❖ Attend training and work shadowing opportunities as part of ongoing continual professional development</li> </ul> <p><u>Food Programme</u></p> <ul style="list-style-type: none"> <li>❖ Support the Food Programmes Manager with administrative tasks</li> <li>❖ Collate feedback from Food Programme Attendees</li> <li>❖ Ensure Food Programme information is shared to the relevant communities/ groups/ schools</li> <li>❖ Use Excel to cost the food expenditure for Community Café</li> <li>❖ Contact all clients who have shown interest in a Food Programme</li> <li>❖ Make contact with all interested clients from Insight Programme</li> <li>❖ To be available to support the Food Programme Projects</li> <li>❖ Help expand the Food Programme projects further, for eg: more locations / new courses</li> <li>❖ Share updates on social media / Mailchimp</li> <li>❖ Help manage the Food Programme Volunteers</li> <li>❖ Support Food Programme Manager to build and recruit a volunteer team</li> </ul>



<p>Skills / Experience</p>	<p>Essential</p> <ul style="list-style-type: none"> <li>❖ To be a good listener</li> <li>❖ To be kind, caring tactful and empathetic</li> <li>❖ To be responsible</li> <li>❖ To be non-judgemental</li> <li>❖ To be friendly, informal and professional to build rapport.</li> <li>❖ Respect equality, diversity and inclusion</li> <li>❖ Good level of IT skills including use of Word, Excel, Mailchimp and Survey Monkey</li> <li>❖ Good understanding of social media platforms: Facebook, Instagram and Linked In</li> <li>❖ To attend training and CPD courses as and when needed.</li> </ul> <p>Desired</p> <ul style="list-style-type: none"> <li>❖ To have some previous experience in social care, therapy, nursing, teaching, mental health or similar</li> <li>❖ Previous volunteering / charity experience</li> </ul>
<p>What we can offer you</p>	<p>Working at One Can Trust can give you the opportunity to:</p> <ul style="list-style-type: none"> <li>❖ To learn or try new things and develop new skills</li> <li>❖ To gain work experience to add to your CV</li> <li>❖ To meet new people, make new friends and be part of a friendly team</li> <li>❖ To build your confidence and challenge yourself</li> <li>❖ To give back to your community</li> <li>❖ Be directly supported by managers and the team when dealing with their own emotions, particularly after taking challenging calls.</li> </ul> <p>We will also offer:</p> <ul style="list-style-type: none"> <li>❖ A competitive salary, holiday allowance and pension scheme.</li> </ul>
<p>Additional Information</p>	<ul style="list-style-type: none"> <li>❖ All staff and volunteers will be registered for a DBS (Disclosure and Debaring Service) check and will be required to provide a range of ID documents for example passport, driving licence, bank statement, utility bill etc. This check will confirm that you do not have any criminal convictions that would prevent you from being able to volunteer with vulnerable adults or children.</li> <li>❖ All staff and volunteers are also required to provide names of two referees who will be contacted about your suitability for the role.</li> <li>❖ Full training and mentoring will be given with the opportunity to shadow other members of the team as part of the training.</li> </ul>
<p>Get in touch</p>	<p>If you think this opportunity could be for you, please contact:</p> <p>Kim Starkey, Insight Programme Manager          Email: <a href="mailto:kim.starkey@onecantrust.org.uk">kim.starkey@onecantrust.org.uk</a>          Tel: 01494 512277</p> <p>Closing date for applications: <b>Friday 29th July 2022</b></p>