**STEP Dungannon**

The Junction

12 Beechvalley Way,

Dungannon, BT70 1BS

**Tel:** 028 877 50211

**Email:** [info@stepni.org](mailto:info@stepni.org)

**Website:** [www.stepni.org](http://www.stepni.org)

March 2025

Dear Candidate

Thank you for your interest in the role of **Social Supermarket Referral Co-ordinator**. I have enclosed the job information including the job description, personal specification, application form and equal opportunities monitoring form.

Please review this information carefully to understand the responsibilities, skills and knowledge required for this role, this will help you assess your suitability for the position.

Complete the provided application form accurately and thoroughly including all required information such as personal details, work history, education, and references. You must ensure that your completed application is submitted by email to [alison.mccann@stepni.org](mailto:alison.mccann@stepni.org) by the closing date of **Thursday 20 March at 12.00 noon**. Please return the monitoring form via post to The Monitoring Officer at the address above. Please note that late applications will not be considered.

I would like to take this opportunity to wish you well in your application, we look forward to receiving it.

Yours faithfully

Alison McCann

Alison McCann

STEP

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**Job Description**

Job Title: **Social Supermarket Referral Co-ordinator**

Responsible to: Head of Advice and Support Service

Location: STEP Offices: This post will work across Mid Ulster therefore your base can be any of our 3 office locations in Dungannon, Magherafelt or Cookstown

Salary £12.80 per hour

Pension 6% Employers contribution to pension

Hours: 16 hrs per week, flexible for the right candidate. These will normally be worked between 9.00 am and 5.00 pm Mon-Fri. Evening work and weekend work may be required occasionally.

Probationary Period: The probation period for this post is 6 months.

Allowances: Travel and subsistence expenses are paid, in accordance with STEP travel and subsistence policy, when the post holder is absent from the organisation’s premises on the organisation’s business.

Holidays: Pro rata equivalent of 36 days inclusive of statutory holidays for full time workers, (10 of which are office close down periods, Christmas & Easter) as identified in the STEP employee manual.

Start Date: 01 April 2025

Tenure: Currently funded to 31/03/2026, with possible extension.

Step is a delivery partner for Mid Ulster Food Support Network funded by Mid Ulster District Council, this project delivers a social supermarket support programme that provides support to households in emergency food and fuel crisis. This support will address the underlying issues of food/fuel insecurity and help household find long term solutions.

Summary of post

* Provide an initial point of contact for referrals.
* Main point of contact for referring agencies and other organisations
* Provide supportive and empathetic advice, initial support and information to people referred to social supermarket.
* Conduct an initial assessment, triage referrals, arrange benefit check and refer to other support services both internal and external.
* Support service users by ensuring engagement and full participation in the process.
* Receive, process and record referrals and outcomes.
* Feedback to referral organisations

Main responsibilities

* Provide initial support and information to people referred to Social Supermarket Programme.
* Triage all referrals, carry out an initial risk assessment to determine the level of urgency.
* Ensure the service is easily accessible to everyone referred for support, by ensuring appropriate delivery channels, interpreting services and other support is in place.
* Complete all referrals to support services in timely manner to appropriate services.
* Continue to liaise with people referred to ensure engagement and participation through light touch check ins.
* Respond to all emails, correspondence and enquiries relating to the Social Supermarket, referrals and delivery, past on the relevant staff member where appropriate.
* Develop and maintain professional working relationships with MUSF referral agencies and provide information about the support services as required and take referrals.
* Liaise with Advice and Services Manager in relation to urgent actions.
* Keep all case records up to date on Advice Pro
* Provide reports relating to your work as required
* Maintain confidentiality and comply with data protection requirements in line with the organisation’s Data Protection Policy and procedures
* Attend regular supervision and appraisals as well as team meetings.
* Be familiar with and adhere to the organisation’s policies and procedures.
* Attend training as required.
* Be flexible and responsive to project needs by being available to work some evenings and holiday periods on a rota basis.
* Carry out any other duties as required by the organisation – this may at times require you to provide support for other teams.

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| **PERSONNEL SPECIFICATION**  **Referral Co-Ordinator** | | |
| **Qualifications** | **Essential** | **Desirable** |
| A good standard of education including English & Maths | Y |  |
| Higher Education in another demonstrably comparable field e.g. social work, community work |  | Y |
| **Experience** | **Essential** | **Desirable** |
| Recent, relevant experience of providing support to individuals and families experiencing poverty and food insecurity | Y |  |
| High level of IT skills including working experience of Microsoft Office 365 | Y |  |
| Working experience of using a case management system | Y |  |
| **Skills & Abilities** | **Essential** | **Desirable** |
| Ability to prioritise own work load and work on own initiative | Y |  |
| Empathetic approach | Y |  |
| Ability to maintain confidential and professional boundaries | Y |  |
| Ability to communicate clearly both verbally and in writing | Y |  |
| **Knowledge** | **Essential** | **Desirable** |
| Understanding of the complexities and needs of people and families experiencing food insecurity | Y |  |
| **Other** | **Essential** | **Desirable** |
| Ability to work flexibly to meet job requirements and cover bank holidays as required | Y |  |

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**Please complete and return as a word document.**

**Section 1 - PERSONAL DETAILS**

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| --- | --- | --- | --- | --- | --- | --- |
| First name |  | | | Surname |  | |
| Email address |  | | | | | |
| Telephone |  | | | Mobile |  | |
| Address and post code |  | | | | | |
| How would you like us to contact you (email, telephone, post)? | |  | | | | |
| Where did you see this job advertised? | |  | | | | |
| Are you a UK/Irish or EU citizen? | YES  NO | If not, do you have a permit to work in the UK? | | | YES  NO | |
| For this job, you will need to have the right to work in the UK or have a valid UK work permit. If you are not a UK, Irish or EU citizen, you will be asked for documentation to support your right to work in N. Ireland | | | | | | |
| Have you ever been convicted of a criminal offence, other than a spent conviction under the Rehabilitation of Offenders Act 1974? | YES  NO | If so, please give details:  Date/Offence/ Penalty. | | |  | |
| Are there any cases pending against you? | YES  NO | If so, please give details: | | |  | |
| Is there any reason why you cannot work in regulated activity? |  | | | | | |
| Note: A criminal conviction not relevant to the duties of the post will not exclude you from consideration/employment. Failure to disclose any conviction will. | | | | | | |
| Do you consider yourself to have a disability relevant to the position applied for?  YES / NO If so, please give details. | Yes/No | If selected for interview, do you have any particular needs to enable you to attend? | | | |  |
| Are you currently employed: | Yes/No | If so, what is your notice period that you must give your employer if leaving? | | | |  |
| Do you hold a clear driving license? |  | With access to a car for purposes of work? | | | |  |
| Are you applying for full time hours 37.5 or part -time? If part-time, please specify the number of hours | | |  | | | |
| Should your application for this post be unsuccessful, Do you wish your application be held and considered for other positions available? | | |  | | | |
| **SIGNIFICANT DATES**  Earliest date I could commence work:  Dates not available for interview:  Existing holiday bookings:  No of days sickness absence during past two years: | | | | | | |

**1.2 – REFEREES**

Please give the names of two people who can be contacted to give references for you (e.g. line manager, tutor). References will only be sought if an offer of employment has been made.

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|  | Referee 1 | Referee 2 |
| Name |  |  |
| Relationship to applicant |  |  |
| Company |  |  |
| Job Title |  |  |
| Address |  |  |
| Telephone |  |  |
| Email |  |  |

**2.0 EDUCATION / SCHOOL QUALIFICATIONS**

(full time education /vocational training between 10/11 years of age and 18/19 years of age) courses taken and successfully completed.

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| **Subject studied** | **Duration of study** | **Examination Results / Certification** | **Date of qualification** |
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**HIGHER EDUCATION-** This applies to attendance & qualifications from university or other third level College

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| **Level – Degree/Diploma/ Certificate etc. studied** | **Dates**  **From To** | | **Subject** | **Qualification obtained** | **Year Obtained** |
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**Give details of any short courses or training attended within the last 3 years**

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| **Course Title** | **Content/ Purpose** | **Duration (hours)** | **Accreditation level** | **Accreditation achieved** |
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**3.0 EMPLOYMENT HISTORY:** *Start with your current or most recent employment, and work backwards through your career. Please state month and year for employment e.g. (01/12/06 – 01/02/07). Also include any significant periods of unpaid work / volunteering you have undertaken*

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| **Dates**  ***From To*** | | **Employer and**  **Location of Job** | **Position** | **Salary** | **Reason for Leaving** |
| **DD/MM/YY** | **DD/MM/YY** |  |  |  |  |
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**3.1 Employment Gaps:** Please detail reasons for any gaps in employment.

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| **Dates**  ***From To*** | | **Detail gaps in employment.** |
| **DD/MM/YY** | **DD/MM/YY** |  |
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**4.0 ESSENTIAL CRITERIA: Please evidence how you meet the criteria below.**

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| **1. Essential -** Qualifications, Experience, skills & Knowledge  Please use this space to detail how you meet the essential criteria in the job description. |
|  |
| **Desirable Criteria**  If applicable, please use this space to provide details on how you meet the desirable criteria |
|  |

**NOTES:**

Where the number of candidates meeting the essential criteria warrants further reduction before selection for interview, STEP reserves the right to select for interview, only those candidates meeting the essential criteria who, based on the desirable criteria and their overall standard of application, best meet the needs of the organisation.

STEP reserve the right to draw inference of capacity to meet the demands of the position from the standard of presentation of the application.

**Access NI Checks** - If your application is successful and you are offered employment with us you will be asked to consent to an Enhanced Disclosure check (AccessNI). This is to ensure we safeguard children, young people and vulnerable adults with whom we work. You do not have to consent to these checks being carried out but, if consent is withheld, STEP have the right to withdraw the offer of employment.

**Data Protection Statement** - The information that you provide on this form and that obtained from other relevant sources will be used to process your application for employment. We may also use the information if there is a complaint or legal challenge relevant to this recruitment process. We may check the information collected, with third parties or with other information held by us. We may also use or pass to certain third parties’ information to prevent or detect crime, to protect public funds, or in other ways as permitted by law. By signing the application form, you are agreeing to the processing of sensitive personal data in accordance with our registration with the Data Protection Commissioner.

**DECLARATION**I declare that, to the best of my knowledge, the information given in my application is correct. I understand that providing misleading or false information will disqualify me from appointment or, if appointed, may result in my dismissal.

By completing this form, I understand that I give my consent under the Data Protection Act 2003 for this information to be processed in accordance with STEP policy for the purpose stated above.

I have completed this form myself. To the best of my knowledge the information given is correct. I understand that providing misleading or false information will disqualify me from selection or if appointed, may, on discovery, result in my immediate dismissal.

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| Signed |  | Date |  |

Completed applications should be returned by the closing date of **12.00 noon Thursday 20th March 2025** either by email to alison.mccann@stepni.org or in hard copy to the Dungannon office at the address above. If you submit an electronic application, please ensure to also send hard copy with signature by Thursday 27 March 2025. Please note that late applications will not be considered.

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Description automatically generatedPlease place this form in a separate envelope and mark: EO Monitoring Form.**

**EQUAL OPPORTUNITIES FORM**  
 STEP is fully committed to the active promotion of equality and diversity in its employment practices, in the work that it undertakes and in the provision of all its services. STEP treats all employees, service users and the people with whom we engage fairly, irrespective of their age, gender, sexual orientation, ethnicity, faith, disability or impairment, including HIV status and mental health.

STEP needs to record these details which will only be used to fulfil our equal opportunities obligations and as a guide to developing inclusive recruitment strategies. The information contained in this form is completely confidential.

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| Job Title of post applied for |  |

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| Your age range (please tick box) | | | | | | | | | | | | | | | | |
| 16 – 21 | | 22 – 30 | 31 – 40 | | | | 41 – 50 | | | | 51 – 60 | | 61 – 65 | | 65+ | Not stated | |
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| Gender | | | | Male  Female | | | | | |
| How do you identify your ethnic group? Please tick the most suitable box or complete the section below | | | | | | | | | | | | | | | | |
| White | |  | Black other | | | |  | | | | Bangladeshi | |  | | Caribbean |  | |
| Irish Traveller | |  | White other | | | |  | | | | African | |  | | Other European |  | |
| Chinese | |  | Pakistani | | | |  | | | | Indian | |  | | Other (state) |  | |
| Do you consider yourself to have a disability? | | | | | | | | | | YES  NO  PREFER NOT TO DISCLOSE INFORMATION | | | | | | |
| If ‘YES’ Please state, the nature of the disability. | | | | | | | | | |  | | | | | | |
| If you are a UK/ Irish citizen habitually resident in N. Ireland Please state your community background | | | | | | | | | | | | | | | | |
| Protestant/ Unionist |  | | | | | | | | | | Catholic/ Nationalist | | |  | | |
| Are you a person with / without dependents (either children or adults)? | | | | | | | | | | | | | | | | |
| With dependents |  | | | | | | | | | | Without dependents | | |  | | |
| If you wish, you may disclose information about yourself in this section about your religion and sexual orientation. | | | | | | | | | | | | | | | | |
| Religion |  | | | | | | | | | | Sexual Orientation | | |  | | |
| Date form completed | | | |  |  |  | |  |  |  | |

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| --- | --- |
| Address | Monitoring Officer, STEP, the Junction, 12 Beechvalley Way, Dungannon |
| Email | pamela.mcginn@stepni.org |

**PLEASE RETURN YOUR COMPLETED FORMS TO:**