



NORTH  
PADDINGTON  
FOOD  
BANK

THE  
**exchange**

AT  
ERNEST HARRISS HOUSE

The UK's First & Only Cash First Foodbank

We provide supermarket vouchers, emergency cash,  
& fuel support — fast, dignified help for people in crisis.



# Cash First Triage & Support Officer (CRF & Core Service)

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**Reports to:** Cash First Senior Caseworker

**Contract Type:** Full Time

**Contract Duration:** Contract Duration: 12-month fixed-term contract

**Salary:** £29,000

**Location:** Hybrid – working across North Paddington Foodbank (NPFb), The Exchange (Ernest Harriss House), and remotely

## Role Overview

This role sits at the front of North Paddington Foodbank's Cash First model, managing referrals into both the Crisis & Resilience Fund (CRF) and our wider support services.

You will act as the first point of contact for households in crisis, responsible for triaging referrals, assessing eligibility, and ensuring residents are connected to the right support, whether through CRF or alternative pathways.

A key part of the role is working closely with Senior Caseworkers, ensuring a strong pipeline from triage into intensive casework. You will gather high-quality information, prepare referrals, and support a seamless handover so that households can move quickly from crisis support into longer-term income maximisation.

Alongside CRF delivery, you will continue to support households through NPFb's core services, including supermarket vouchers, fuel support, and early-stage income maximisation.

## Key Responsibilities

### 1. Referral Management & First Contact

- Receive and manage referrals from partners and internal teams
- Act as the first point of contact via phone, email and in person
- Contact households quickly to explain support and next steps
- Prioritise referrals based on urgency and need

### 2. CRF Triage & Eligibility Screening

- Carry out structured triage for Crisis & Resilience Fund applications
- Complete light-touch eligibility checks, including:
  - Westminster residency
  - Household composition
- Collect and review supporting documentation (UC journal, council tax, ID, etc.)
- Apply agreed eligibility criteria (TBC with Westminster Council)

### 3. Initial Assessment & Crisis Identification

- Complete income and expenditure snapshots
- Identify key risks:
  - Rent arrears
  - Fuel poverty
  - Benefit gaps
- Flag safeguarding or complex needs early
- Ensure accurate, consistent and high-quality case notes

#### 4. Core Service Support (Non-CRF)

- Support households not eligible for CRF through:
  - Supermarket vouchers & Cash Grants
  - Fuel support
  - Signposting residents to appropriate local services and encouraging engagement in activities and events at The Exchange, including community meals

#### 5. Caseworker Handover & Collaboration

- Work closely with Senior Caseworkers to hand over referrals
- Ensure cases are complete, well-documented, and ready for progression
- Flag priority or complex cases early
- Maintain a smooth transition from triage to ongoing casework

#### 6. Data & Systems

- Maintain accurate records on case management systems
- Support monitoring, reporting, and funder requirements

#### 7. Partnership Working

- Build relationships with referral partners across Westminster
- Represent NPFB's Cash First approach in day-to-day work

#### Person Specification

##### Essential

- Experience in triage, customer support, or casework
- Strong organisation and communication skills
- Ability to assess need and manage sensitive information
- Compassionate and non-judgemental approach

##### Desirable

- Knowledge of welfare benefits
- Experience in crisis support or homelessness prevention
- Familiarity with local services and referral pathways

#### Why This Role Matters

You are the gateway into support, making sure:

- People get help quickly
- Support is fair and consistent
- Every referral leads to a pathway out of crisis



Let's stop feeding poverty  
and start *funding dignity*.