|  |  |
| --- | --- |
| Job Title: | Housing Adviser |
| Responsible to: | Chief Executive Officer |
| Hours per week | 21 hours |
| Location: | Renfrewshire CAB & Working Remotely |
| Salary: | £16,184 for 21 hours (£14.82 Per Hour) |
| Closing Date: | Midday, Monday 15th March 2021 |
| Interviews: | Remotely, with dates advised to successful applicants |
| Term: | To 31st March 2022 (extension subject to continued funding). |

**Role purpose**

To provide specialist housing advice and casework (including knowledge of welfare and debt). Negotiation, assistance and representation at the Housing & Property Chamber.

**Job Description**

**Casework**

* Provide casework covering the full range of housing advice (Inc. knowledge of welfare & debt).
* Ensure income maximisation through the take up of appropriate benefits
* Prepare and present cases to the appropriate statutory bodies and tribunal
* Be involved in the training of volunteer advisers in relation to housing advice.
* Build on existing relationships with external agencies/other bureaux and form new working relationships.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Assist clients with other related problems where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
* Make home/outreach visits as necessary
* Provide advice and assistance to other staff across the whole range of housing issues.
* Ensure that all work conforms to the bureau's systems, procedures, Citizens Advice Quality standard and National Standards Level 3.
* Maintain case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Maintain a library of reference material and case law

**Social Policy**

* Assist with social policy work by providing information about clients' circumstances.
* Provide statistical information on the number of clients and nature of cases and provide regular reports to the bureau manager
* Monitor service provision to ensure it reaches the widest possible client group.
* Alert other staff to local and national issues**.**

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to housing advice and undertake appropriate training.
* Read relevant publications.
* Keep up to date with policies and procedures relevant to bureau work and undertake appropriate training.
* Attend relevant internal and external meetings as agreed with the manager
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
* Assist with project initiatives for the improvement of services.

**Public Relations**

* Promote the work of RCAB, locally, regionally and nationally.
* Promote RCAB to all other organisations.

**Administration**

* Review and make recommendations for improvements to bureau services.
* Use bureau IT Systems for statistical recording, record keeping and document production.

**Responsibilities**

* To provide advice, assistance, negotiation and representation to clients
* Advise and assist clients with housing issues up to and including type III of the Scottish National Standards.
* Maintain detailed case records of all advice work undertaken.
* Work with and on behalf of clients to process conclusion.
* Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service.
* Make appropriate referrals to ensure clients receive the best service from the best organisations.
* Produce a detailed work plan which fits in with the key objectives of the project.
* Contribute towards quarterly and annual reports
* Ensure that knowledge is updated due to legislation changes
* Represent the organisation at internal and external meetings where required.
* Provide 2nd tier support to advisors within bureau.
* Act as session supervisor for volunteer generalist advisers.
* Provide advice at outreach sessions, as required.
* Undertake any other reasonable duties as requested by the manager.

**Other duties and responsibilities**

* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.
* Attend relevant internal and external meetings as agreed with the manager.
* Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Person specification**

|  |  |  |
| --- | --- | --- |
| **Quality** |  | **Measured by:** |
| Experience | * As a Housing Adviser * Interviewing clients * Negotiation * Preparing correspondence, reports and tribunal papers * Representation | Application form and interview |
| Knowledge and Skills | * Specialist knowledge of Housing Law and advice. * Knowledge of welfare and debt advice * Ability to prioritise own work, meet deadlines and manage caseload. * Ability to use IT in the provision of advice and the preparation of reports, submissions and recording of statistics * Effective oral communication and writing skills with particular emphasis on negotiating and representing * Flexible, self-motivated, energetic and enthusiastic with the ability to set priorities and manage multiple tasks in a timely manner under minimal supervision. * Ability to give and receive feedback objectively and sensitively * Understanding of social trends and their implication for clients and service provision. | Application form and interview |
| Behaviours | * Ordered approach to casework and an ability and willingness to follow and develop agreed procedures * Understanding of and commitment to the aims and principals of the CAB service and its equal opportunities policies. * A ‘can-do’ attitude in all the work you deliver, ensuring it meets the needs of the bureau. * You are accountable for your own performance and development, and you take responsibility for your actions and decisions. * You work with others to reach a common goal; sharing information, supporting colleagues and searching out expertise and solutions from relevant partners on behalf of clients. * You promote equality and diversity and actively work to minimise harm to others. | Application form and interview |
| Other Requirements | * Provision to temporarily work remotely from home * Make Home visits to clients or work from any of RCAB’s outreach locations * Travel to visit other organisations and venues and attend meetings. * Occasionally undertake work out of hours | Application form and interview |

RCAB 01/03/2021