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| Job Title: | Housing Adviser |
| Responsible to: | Chief Executive Officer |
| Hours per week | 35 hours (requests for Job share will be considered) |
| Location: | Renfrewshire CAB & Working Remotely |
| Salary: | £27,063 for 35 hours (£14.97 Per Hour) plus 8% Employer Pension Contribution |
| Closing Date: | Monday 20th September 2021 |
| Interviews: | Remotely, with dates advised to successful applicants |
| Term: | To 31st March 2023 (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.
* To build and maintain relationships locally to ensure the service meets project objectives, and to complete regular reporting on project outcomes.

**Job Description**

**Overall role summary**

* Provide casework covering the full range of housing advice (Inc. knowledge of welfare & debt).
* Prepare and present cases at tribunal.
* Act for the client where necessary by calculating, negotiating, drafting or writing letters and telephoning.
* Negotiate with third parties as appropriate.
* Produce a detailed work plan which fits in with the key objectives of the project.
* Support with quarterly and annual reporting.
* Monitor service provision to ensure it reaches the widest possible client group.
* Assist in developing and gathering evaluation feedback from service users and partners.
* Act as session supervisor for volunteer generalist advisers.
* Provide advice and assistance to other staff across the whole range of housing issues.
* Provide 2nd tier support to other specialist advisors within bureau.
* Be involved in the training of volunteer advisers in relation to housing advice.
* Review and make recommendations for improvements to bureau services.
* Carry out quality assurance checking for staff and volunteers.
* Build on existing relationships with external agencies/other bureaux and form new working relationships.
* Represent the organisation at internal and external meetings where required.
* Ensure holistic approach in casework with emphasis on income maximisation and financial wellbeing.
* 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 appropriate referrals to ensure clients receive the best service from the best organisations.
* Be flexible in delivery of the service making home/outreach visits as necessary.
* Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service.
* Ensure that all work conforms to the bureau's systems, procedures, and Citizens Advice Quality standards. Advise and assist clients with housing issues up to and including type III of the Scottish National Standards.
* Maintain detailed 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 management team.
* 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 management.
* 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.

**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 management team.
* Undertake any other reasonable duties as requested by the management team.
* 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**

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| **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 01/09/2021