

# Inverness, Badenoch and Strathspey Citizens Advice Bureau



## **POST AVAILABLE**

<b>Job Title:</b>	<b>Housing Adviser</b>
<b>Location:</b>	Union Street, Inverness (some flexibility may be available)
<b>Hours/Days per week:</b>	Up to 35 hours per week – (some flexibility may be available with start and finish times)
<b>Type of contract:</b>	Permanent
<b>Salary:</b>	£24,884 to £27,187 per annum (pro-rata) Normally appointed at start of this scale.
<b>Closing Date:</b>	Monday 5 <sup>th</sup> September 2022 at 5pm
<b>Interviews:</b>	w/c 19 <sup>th</sup> September 2022

## **About Us**

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 60 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgemental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to improve their personal circumstances.

## **Purpose of the Role**

We would be interested to hear from applicants who have experience of providing advice, ideally in housing and homeless law but are also interested to hear from people who can evidence similar transferrable skills. The person will be expected to provide advice to clients to meet National Standards in Advice in Housing Level II /III if not immediately within a reasonable time.

The post specialises in housing and homeless advice and will complement our existing teams and work with other advisers in relation to housing, money advice, welfare benefits, immigration law and many others areas. You will work as part of a supportive team ensuring our clients receive a holistic service enabling them to exercise their rights and access the benefits and services they are entitled to.

The role would also benefit from someone with experience of working with clients who may have multiple and complex needs including at times clients experiencing distressing and emergency situations.

At IBS CAB you will have the opportunity to gain a broad knowledge in a range of topics as well as developing your skills and experience. You will be supported through an extensive initial training programme and encouraged to continually develop during your time with us.

## **JOB DESCRIPTION**

### **Key Responsibilities**

#### **Advice Giving**

- Conduct diagnostic interviews through multiple delivery methods gathering all relevant details and managing emergencies accordingly.
- Provide information and advice in relation to housing rights and responsibilities for all types of tenants and homeowners.
- Provide housing options information to those at risk of losing their home.
- Provide information and advice on statutory rights to access homelessness assistance.
- Provide advice to those experiencing disrepair, including supporting people during a time of high living costs who may be experiencing fuel poverty.
- Explain simply and concisely the options available to the client so that they can make an informed decision
- Carry out benefit checks and assist clients to access their entitlements.
- Carry a caseload of clients and be willing to manage and adapt with competing priorities including helping clients in emergencies.
- Liaise with specialist teams within the bureau on complex issues and on-going casework and ensure we are providing a holistic advice service
- Represent clients at court, tribunals and also at local authority appeals in relation to housing and homelessness.
- Refer clients to other agencies and 3<sup>rd</sup> sector organisation for specialist support and advice
- Record each contact with the client on the CAB database
- Ensure advice given meets the standard expected and this is reflected in case records

#### **Social Policy**

- Identify issues brought to the bureau by clients which may have a wider social policy impact and needs further action at a local or national basis
- Record social policy issues on the case recording database
- Provide case studies to be used for highlighting social policy issues and for evidencing the work of the bureau and attend at local and national policy meetings where required as a representative.

#### **Case Management**

- Manage workload by prioritising enquiries and casework and report back to manager on progress
- Use case recording database and other IT systems to ensure follow up action is taken within timescales

#### **Data handling and Confidentiality**

- Adhere to data protection regulations and ensure that special category data is handled in accordance with relevant legislation and organisational procedures
- Abide by Citizens Advice confidentiality policy

#### **Working with Others**

- Develop and maintain good working relationships with the team, share knowledge and information and make a positive contribution by working proactively toward delivering a good service for our clients.
- Provide encouragement and support to our team of volunteers and contribute to their positive volunteering experience.

- Develop and maintain good working relationships with external stakeholders, including statutory and voluntary service providers
- Embrace our equality and diversity principles by treating everyone as individuals and with respect at all times.

### **Training & Development**

- Be proactive in identifying own training needs and taking responsibility for personal development
- Keep knowledge up to date on legislation relevant to the post and of local issues and policies
- Seek support from line manager and participate in supervision and appraisal meetings. Use feedback constructively to further knowledge and skills

### **General**

- Adhere to all IBS CAB policies and procedures
- Be willing to carry out any other related tasks, as required by your manager, which are compatible with the functions of the post.

### **PERSON SPECIFICATION**

This role would suit an individual who has experience of advice provision ideally in housing or homelessness. Someone with experience in representation would also be desirable.

What is important to us is that you:

- Have a confident and approachable manner and ideally experience of similar work.
- Have good communication skills and are comfortable talking to a diverse range of people face to face, over the phone and remotely.
- Can take complex information, regulations and laws and be able to convey these to a wide range of audiences in a simple manner.
- Are able to build positive relationships with clients, colleagues, volunteers and external contacts.
- Are willing to have difficult and/or sensitive conversations
- Are organised and able to prioritise and meet
- Can evidence experience of working to a professional level in advice, housing, homelessness or a similar area.

### **Other Requirements**

Please note that this post is subject to the completion of a criminal records declaration and a satisfactory Basic Disclosure check.

### **How to apply**

Applications can be downloaded directly from a link on the advertising site.

For further information, please contact:

Business Support Administrator  
Inverness Badenoch & Strathspey CAB  
29-31 Union Street  
Inverness  
IV1 1QA  
E-mail: [admin@invernesscab.org](mailto:admin@invernesscab.org)