

**HAMPERS (Housing Advice Mediation Project & Education Resource Service)**

**About the Role**

**Job Title:** HAMPERS (Housing Advice Mediation Project & Education Resource Service) Worker

**Responsible to:** CEO

**Hours:** 17.5 Hours per week (Fixed term for two years until October 2023)

**Location:** Stirling District Citizens Advice Bureau Ltd

**Salary:** £26,456 pro rata (depending on experience)

**Closing Date:** Friday 29 October 2021 at 5pm

The HAMPERS Worker will actively prevent homelessness and assist private tenants to remain in their current property through advice and assistance & representation in court where required. The HAMPERS Worker will facilitate the provision of budgeting and money management skills to empower private tenants to manage their budget effectively. They will also be responsible for building good working relationships with Private landlords & stakeholders across the region & the provision of information and advice that informs and enables good practice across the private rented sector in Stirling.

**Job description**

*Key responsibilities*

Conduct face-to-face, telephone and email interviews, using sensitive listening and questioning skills to allow clients (both landlords & tenants) to explain their problem(s) and empower them to set their own priorities.

To explore clients’ circumstances, support their needs and channel preferences considering language barriers, accessibility needs.

Assist new private tenants by making them aware or their rights and responsibilities of being a tenant.

Facilitate the provision of benefit checks to ensure that private tenants have their income maximised including budgeting, energy advice and debt.

Inform new tenants of any financial help they will be entitled to, assisting with on-line Scottish Welfare Applications to assist with rent deposits and furniture

Provide assistance to private tenants facing eviction through negotiation and mediation with the landlord

If required support the provision of representation at the heritable courts in partnership with the Stirling CAB Community Law Centre Solicitor

Work with Private landlords/Tenants/ Letting Agents and Residents Federations and participate within Private Landlords Fora to share best practice

Provide workshops & Plain English information to private landlords across Stirling District to make them aware of their legal obligations towards their tenants.

Put in place a direct referral system allowing us to work with both the tenants and landlords to achieve a mutually agreeable solution.

Work closely with statutory and third sector agencies to publicise the project

Publicise the project through social media e.g. Face book, Twitter and website and through distribution of flyers, leaflets

Design of a Plain English private tenants guide for distribution to private tenants in Stirling District

Provide required reports in conjunction with CEO to Safe Deposit Scotland trust.

To record, update and maintain information on our case management system for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation

The above job description is not exhaustive and is clarified to include broad duties inherent in the post as reasonably requested by the bureau CEO.