



**Housing
Rights**

Recruitment Pack

Housing Adviser (Pool)

Closing date: 7 May 2024 at Midday

when everyone has a **home**

CONTENTS

Page 1	Welcome from our CEO
Page 2	Who we are and what we do
Page 3	Our values, benefits, and culture
Page 4	Working at Housing Rights
Page 5	About the role and Organisational chart
Page 6-7	Job Description
Page 8-9	Personal Specification
Page 10	Timelines/Interview panel

WELCOME

from our CEO

Thank you for your interest in the role of Housing Adviser (pool) at Housing Rights.

This recruitment pack provides details of the work we do, the role of Housing Adviser and what we are seeking from candidates.

We are proud of the difference we make to people's lives in preventing homelessness and helping them with their housing problems. Last year, we helped over 13,000 people in Northern Ireland.

The commitment and dedication of our staff across all departments helps us achieve this. We are proud of our expert, passionate staff team.

In return, Housing Rights supports staff to develop their knowledge and careers. We offer flexible working, hybrid working and a generous leave entitlement. We work hard to ensure staff are working in a positive environment which promotes wellbeing and reflects our values.

The work of Housing Rights is becoming more critical in this unprecedented time. I hope the opportunity to join us is one that will interest and excite prospective candidates.

Kate M'Carley



when everyone has a **home**

WHO WE ARE

We improve lives by tackling homelessness and housing problems in Northern Ireland. We believe a good quality affordable home can be a building block to a stable life. We believe that everyone should have a home.

WHAT WE DO

We help people in Northern Ireland live in safe, suitable, and affordable homes. We provide services for the public and professionals working in housing.

Our services include:

- housing advice via our helpline
- online housing advice and information via our website
- advocacy and legal representation
- housing mediation
- advice and support for people in or leaving prison
- specialist support for young people at risk of homelessness
- advice for landlords
- support for generalist advice agencies
- policy and participation service to positively influence decisions made about housing and homelessness
- training and events for housing and advice professionals

THE DIFFERENCE WE MAKE

Over the course of 2022-2023 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,398 households



Improved skills and knowledge

100% of attendees felt attending our training improved their housing skills and knowledge



Provided advice

We provided advice, advocacy, and representation services to 13,517 households



Improved housing circumstances

9 out of 10 people who used our helpline reported their housing circumstances had improved



Improved wellbeing

7 out of 10 people who used our helpline reported an improved sense of wellbeing

OUR VALUES

I appreciate the growing diversity of the staff in Housing Rights
-Housing Rights Staff Survey 2023

Equality



Cooperation



Independence



Quality



Respect



Agility



OUR BENEFITS AND CULTURE

We offer our staff the following benefits:

Housing Rights is more a vocation than a job
-Housing Rights Staff Survey 2023



hybrid and flexible working



tailored learning and development plan



generous holiday allowance



enhanced employer pension scheme with free life assurance



accessible location and free parking



fun events for staff engagement



access to employee wellbeing services

Accreditations:

I think overall Housing Rights has a great culture and the staff as a team are brilliant
-Housing Rights Staff Survey 2023

- ✓ Living Wage Employer
- ✓ BS 76006 in Learning & Development
- ✓ BS 76006 Diversity & Inclusion
- ✓ Investing in Volunteers



WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:



5% increase in staff satisfaction in the last 5 years!



Categories staff were most satisfied with:

1. My work
2. Inclusion & Fair Treatment
3. Wellbeing and Engagement



Kerry Logan - Participation and Policy Coordinator

“I love working alongside and learning from my colleagues right across the organisation at Housing Rights – it is a fab team, made up of people who are passionate about social justice and constantly going above and beyond to support people experiencing housing problems or homelessness.”



Eamon Sheridan - Housing Adviser (Young People)

“By providing effective advice and advocacy for my client’s I have witnessed first-hand how our services can positively impact their lives.”



Bronagh Flynn - Business Development Coordinator

“I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone has a home.”



Mischka James - Helpline Coordinator

“I love the ethos and strong mission of the organisation that fits well with my own personal values. I see first-hand the difference that I can make in helping people resolve their housing problems and prevent homelessness. Everyone works together as a team and I always feel supported by my colleagues.”

ABOUT THE ROLE

As a Housing Adviser with Housing Rights, you will help us work toward our vision of everyone having a home.

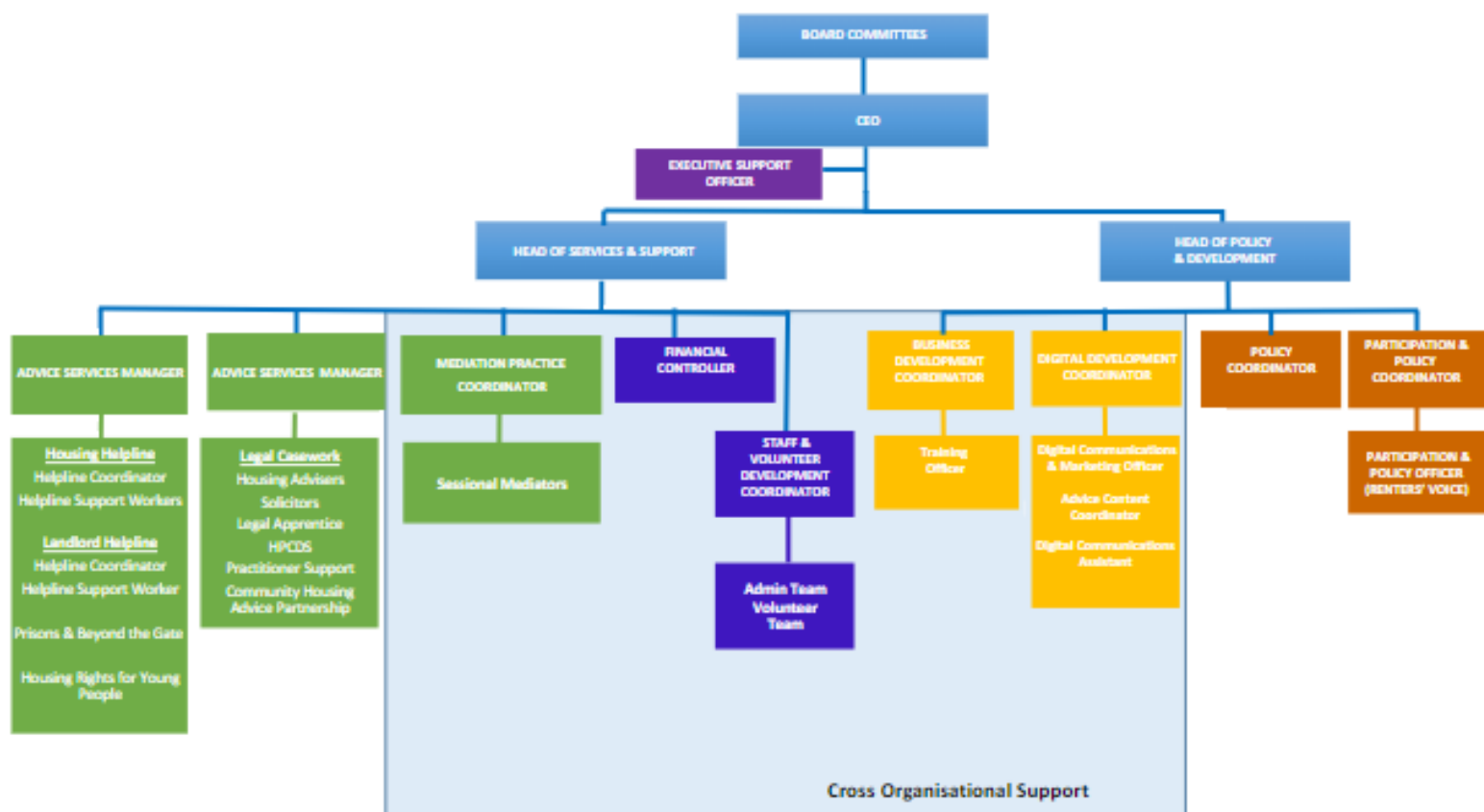
You will do this by providing specialist advice, advocacy and representation on the core areas of:

- homelessness
- housing debt
- housing issues

As well as the above, positions may involve working:

- with young people
- with minority communities
- with partner agencies
- with people in or leaving prison

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

To assist Housing Rights to achieve its vision and deliver its strategic objectives through:

(i) the provision of specialist advice, advocacy and representation on the core areas of homelessness, housing debt and housing issues.

(ii) the provision of support to agencies through specialist training and information.

(iii) furthering the mission and aims of Housing Rights

Key Duties:

PROVISION OF ADVICE, ADVOCACY AND REPRESENTATION

- to provide advice for individuals and agencies on homelessness, housing debt and housing issues.
- to provide a specialist advocacy and representation service on all aspects of housing related to the organisation's core areas of work.
- to adhere to legal and organisational requirements in the provision of advice, advocacy, and representation.
- to provide an appropriate support/referral service for agencies.
- to contribute to the development of housing legislation and policy through the provision of practice-based comment.
- to be in charge of the management of case files including the accurate inputting of relevant case details onto the organisation's computerised case recording system.
- to identify areas for improving the advice, advocacy, and representation service.
- to contribute to the achievement of external organisational quality accreditation by compliance with all external and internal quality case management standards.

PROVISION OF SUPPORT TO AGENCIES THROUGH TRAINING AND INFORMATION PROVISION

- to contribute to the preparation of relevant training and other related materials.
- to deliver internal and external training courses on identified housing issues if required.
- to contribute to the preparation, development and updating of relevant information and resources on housing issues.
- to identify areas for improving the provision of training and information.

JOB DESCRIPTION

continued

PLANNING

- to implement appropriate case strategies in relation to case management in provision of housing advice.
- to prepare reports as required, for managers to monitor progress against operational plans.

DEVELOPING EFFECTIVE WORKING RELATIONSHIPS

- to create, develop and maintain effective internal working relationships.
- to ensure client care and customer focus by creating, developing and maintaining effective working relationships with service users/external agencies and relevant stakeholders.
- to oversee, facilitate and contribute to meetings/group discussions.

DEVELOPING SELF AND OTHERS

- to plan, allocate and organise own workload.
- to monitor and evaluate own work.
- to develop self to enhance performance.
- to contribute to effective peer review processes including provision of constructive feedback as required.
- to contribute to training and development activities for colleagues.

OTHER

- to act in accordance with the agreed values of the organisation.
- to ensure the policy and procedure of the organisation, for example regarding Statutory Compliance and Client Care as outlined in the person specification for this position, are observed.
- to undertake any other duties, consistent with the post which may from time to time be required by the Advice Services Manager.

The duties of the post will be subject to review in accordance with the needs of the organisation.

PERSONAL SPECIFICATION

Job title	Housing Adviser
Grade	NICS EO1: £29,258 - £29,859 per annum
Responsible to	Advice Services Manager

Education / Training

Essential

- * a minimum of 5 GCSEs at Grades A-C (or equivalent), to include English Language and Mathematics.
- * evidence of relevant qualification in relevant discipline e.g. Housing / law / advice

Desirable

- * evidence of having completed other accredited qualifications (e.g. housing, debt, social security benefits)

Relevant experience

Essential

- * at least 12 months full time (or equivalent part time) experience gained in providing telephone, written and face-to-face housing/debt advice to the public in a social welfare context.
- * at least 12 months full time (or equivalent part time) experience providing advocacy and representation, in the context of handling a challenging caseload, ie beyond advice only/signposting/referrals.
- * demonstrated ability to see cases through to completion in accordance with organisational objectives.
- * demonstrated experience of achieving positive outcomes via legal/social security benefits/housing casework.

Desirable

- * at least 24 months full time (or equivalent part time) experience gained in providing telephone, written and face-to-face housing/debt advice to the public in a social welfare context.
- * awareness of main issues impacting the housing need of people in NI.
- experience of preparation and direct delivery of training/tutoring.
- * at least 6 months experience of providing personal representation to clients e.g., Chancery Division of the High Court/ Social Security Appeal Tribunal.

PERSONAL SPECIFICATION

continued

Skills / Attributes

Essential

- *skills in the use of Microsoft Office applications (e.g. Teams, Outlook, Word).
- demonstrated ability to communicate effectively both verbally and in writing.
- ability to work with people who are in distress and upset and manage the complex needs of clients.
- ability to effectively manage internal and external relationships.
- good people/teamwork skills.
- demonstrated ability to plan and organise own workload and meet deadlines.

Desirable

- * skills in the use of computerised case management systems (e.g. Advice Pro).

Values

- a commitment to the values of Housing Rights

****denotes shortlisting criteria***

TIMELINES

Advertise	22 April 2024
Closing date	7 May 2024 at Midday
Interview	9 May 2024 or 10 May 2024

INTERVIEW PANEL

Aisling Cunningham	Housing Rights
Amy Lyness	Housing Rights
Sonya Bigg	Housing Rights

Complete and return the application and equal opportunities monitoring forms by the closing date.

You can submit the forms by:



recruitment@housingrights.org.uk



Emma Kinghan, Administration Officer, Housing Rights, The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF

If you need us to make any reasonable adjustments to help you during the recruitment process, please let us know.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.