

**Job Description**

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| **Job Title** | Housing Advisor |
| **Location** | Fife AreaCurrent Base: Segal House, Dunfermline  |
| **Responsible To** | Lead (Homelessness Prevention) |
| **Terms and Conditions** | Hours: 36Salary: £21,600 - £23,697Probationary Period: 3 months Contract Type: Fulltime Fixed up to 31st March 2020 |
| **Post Purpose** | This post will deliver housing advice under the Scottish National Standards for Information and Advice Providers (SNSIAP). The post holder is expected to assist clients to achieve positive outcomes. In doing so, the post holder will aim to manage client expectations using a strength-based approach ensuring the individual’s options, rights and responsibilities are upheld. It is essential that the delivery of housing advice is carried out under the correct policy directives/procedures and to the required standards as set out by the organisation and the SNSIAP. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to transform their lives. Our team endeavours to build on people’s strengths through facilitating the promotion of self-valuing and wellbeing by assisting them to achieve their own goals and to seek out development opportunities. |
| **Duties/Responsibilities Specific** | **Duties and Responsibilities include the following:****Housing Advice service delivery** * Undertake diagnostic interviews to identify the assistance required and other relevant issues.
* Based upon sound evidence and criteria for support, agree individual cases to be pursued.
* Assist individual clients by giving practical advice and options for courses of action. Encourage clients to take action on their own or support them to make their own case.
* Negotiate with third parties on behalf of the client and refer clients to other agencies to assist them with their wider needs.
* Represent clients in court or where required, refer them for legal representation.
* Carry a caseload under safe working practices to support clients to achieve outcomes for independent living and where appropriate, work with groups which may experience the same issue(s) of concern.
* Write and maintain accurate up to date client records in keeping with SNSIAP standards and GDPR/Data Protection requirements.
* Submit accurate performance data to evidence client outcomes.
* Work to achieve positive client experiences and seek continuous feedback from clients.
* Handle complaints as guided by FLF’s policy.
* Work with policy in mind and in accordance with H&S protocols e.g. lone working.
* Work to achieve targets and other funder/compliance requirements through value-based practices.
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|  | **Participate in service development and improvement*** Fully participate in case reviews and other practices (e.g. annual service audit) which aim to develop and improve individual/organisational service quality standards to retain good standing with (SNSIAP).
* Assist in harnessing the use of IT for Housing Advice as identified by the organisaiton and in keeping with ideas set out by the government for modernising information and advice giving.
* Be responsible for giving continuous feedback, positive critique and celebrate successes, where service improvements or innovative practices are achieved.
* Participate in data/information collection and collation to inform social policy.
* Participate in awareness raising of housing advice services and homeless prevention.

**Team working*** Work to develop a formal approach towards becoming a self- directed team.
* Work flexibly to assure a full service is maintained across the organisation.
* Work to promote positive relations and share better practice.
* Foster cross team working, interagency working and work to build community cohesion.

**Learning and development*** Take ownership of one’s own continuous professional development.
* Participate in training and continuous development and learning.
* Develop effective communication (and other) skills which promote effective strength base practices.

NB All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation.  |
|  | **This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies.****Frontline Fife is an equal opportunities employer** |



**Person Specification**

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| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Housing advice experience to Type II
* At least two years experience of working with people with housing difficulties or debts
* Experience of meeting targets and achieving contractural requirements
* Experience of working in partnership and building networks
* Experience of working within homeless, housing or other related fields.
 | * Advocacy work
* Representing clients at tribunals or court
 | Application, Interview, References |
| **Education, Qualifications & Training** | * As a minimum educated to HND or equivalency
* H&S Awareness Training
* Equality and Diversity training
 | * Educated to degree level.
* Institute of Housing or legal qualification
 | Application |
| **Skills, Abilities & Knowledge** | * Knowledge of Housing Benefit
* Awareness of Homeless Legislation in practice
* Knowledge of Housing Legislation
* Understanding of the causes of homelessness
* Competent in report writing and casenote management
* Knowledge and skills of strength based working principles
* Knowledge and skills in reflective practice
* Ability to work within professional boundaries
* Ability to actively listen and take on decisions made by others and facilitate clients to make choices
* Willingness to independently seek out objective formal information to support practice
* Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife.
* Ability to negotiate with external agencies and colleagues and build respectful working relationships
* Ability to promote the service and actively work to professional and organisational standards
* Knowledge of Data Protection Legislation
* Skilled in using Microsoft Word, Excel, databases, internet
* Positive thinker, able to problem solve and create solutions
* Ability to manage one's own and other’s emotions.
* Ability and willingness to proactively contribute and participate in supervision, training, and personal development planning
 | * Knowledge of current welfare rights
* Ability to interpret and understand legislation and legal documents
* Working knowledge of court procedings
* Ability to translate legislation into practice
 | Application, Interview, References |
| **Interpersonal & Communication Skills** | * Ability to speak in formal public settings e.g. in court
* Ability to explain formal information, procedures and instructions to give guidance and enable clients to make decisions
* Ability to take instruction and be guided by others
* Ability to consider different points of views and accept the limitations of one’s own judegement
* Ability and willingness to deal with conflict head on and give way to open supportive conversations
* Ability to express and value other’s professional judgement in a calm and thoughtful manner
* Ability to manage one’s own workload and seek guidance/support
* Ability to organise and facilitate meetings
 | * Training in leadership
 | Application, Interview, References |
| **Value Base** | * Commitment to the principles and practice of continuous improvement
* A belief and evidence of working to the values underpinning social inclusion, dignity and respect
* Willingness to challenge the status quo in a positive manner
 |  | Application, Interview, References |