

**Job Description**

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| **Job Title** | Housing Advisor |
| **Location** | Based in Leven, working across Fife |
| **Responsible To** | Lead (Homelessness Prevention) |
| **Terms and Conditions** | Hours: 36 (Monday to Friday 9-5pm)Salary: £21,600 - £23,697Probationary Period: 3 months Contract Type: Fulltime Temporary Fixed |
| **Post Purpose** | This post is responsible for delivering impartial, confidential and professional housing advice under the Scottish National Standards for Information and Advice Providers (SNSIAP) and under Frontine Fife’s policy directives/procedures.The post holder will assist those experiencing housing dififculties towards the achievement of positive outcomes using a strength-based approach to ensure they are better informed about their options, rights and responsibilities. |
| **Team Purpose** | We are a team of compassionate and unique individuals, which aim to end homelessness by taking preventative action and by assisting and supporting people to choose the life they aspire to. 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 developmental opportunities. |
| **Duties/Responsibilities Specific** | **Duties and Responsibilities include the following:****Housing advice service delivery:*** Work with colleagues to ensure all incoming enquiries are assessed timeously and effectively.
* Undertake diagnostic interviews to identify all relevant issues and agree individual cases to be pursued, based upon sound evidence and criteria.
* Give practical advice and information on options available, encouraging individuals to take action on their own behalf or support them in making their own case.
* Negotiate with third parties on behalf of the client and refer to other agencies to assist them with their wider needs.
* Provide Lay Representation in court for rent arrears, or where required, refer clients for legal advice/representation.
* For safe working practices, carry a minimum caseload of 20 clients under safe working practices, with an average caseload of 20 - 30 (this may vary depending on intensity of cases and agreed work commitments).
* Write and maintain accurate, up to date and objective client records in keeping with SNSIAP standards and GDPR/Data Protection requirements.
* Update accurate performance data to evidence client outcomes and evidence funder/ compliance requirements.
* Work to achieve positive client experiences and seek continuous feedback from clients.
* Handle complaints as guided by FLF policy.
* Work with policy in mind and in accordance with Health and Safety protocols e.g. lone working.

**Service development and improvement*** Fully participate in case reviews and other practices (e.g. annual service audit) which develop and improve individual and organisational service quality standards and retain SNSIAP standards.
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|  | * Assist in harnessing the use of IT as identified by the organisation and in keeping with ideas set out by the government for modernising information and advice giving.
* Provide continuous feedback, positive critique, celebrate successes and/or 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 and in support of colleagues to assure a full service is maintained across the organisation.
* Assist with the training and coaching of new staff.
* 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** | * Experience of advice work.
* Experience of meeting targets and achieving contractural requirements.
* Experience of working within homeless, housing or other related fields.
* Experience in managing caseloads and maintaining accurate, up-to-date records.
* Experience of negotiating with external agencies and building respectful working relationships.
* Experience in the use Microsoft Word, Excel, databases and the internet.
 | * Experience of advice work with a specific focus on housing issues and/or housing debt.
* Representing clients at tribunals or court.
 | Application, Interview, References |
| **Education, Qualifications & Training** | * As a minimum educated to HND or equivalency in a housing related discipline.
 | * Educated to degree level.
* H&S Awareness Training.
* Equality and Diversity training.
 | Application |
| **Skills, Abilities & Knowledge** | * Knowledge of Universal Credit (housing element) and housing benefit.
* Awareness of Homeless Legislation in practice.
* Knowledge of Housing Legislation.
* Understanding of the causes of homelessness.
* Willingness to independently seek out objective formal information to support practice.
* Knowledge and skills of strength based working principles.
* Ability to reflect on practice and seek to continuously improve performance by learning from mistakes, successes and others.
* Ability to respond quickly and positively to change.
* Ability to work within professional boundaries.
* Ability to promote the service and actively work to professional and organisational standards.
* Knowledge of Data Protection Legislation.
* Ability to seek guidance/support when required.
* Ability to organise and facilitate meetings.
* Ability and willingness to proactively contribute and participate in supervision, training, and personal development planning.
* Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife.
 | * 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 work collaboratively with clients, actively listening and facilitating the clients to make choices.
* Ability to manage client expectations, clearly communicating the reality of what can be delivered/achieved.
* 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 and willingness to deal with conflict head on and give way to open supportive conversations.
* Ability to manage one's own and other’s emotions.
* Ability to respond and act constructively towards others with different points of view.
* Ability to accept the limitations of one’s own judgement.
* Proactive and positive thinker, able to problem solve and create solutions.
* Strong team player with an ability to actively support and contribute to Frontline Fife and the Housing Advice Team’s mission, values and objectives.
* Commitment to achieving results, taking personal accountability for work and understands the importance of meeting targets.
 | * 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.
* Is trustworthy and acts with integrity.
 |  | Application, Interview, References |