



Inverness Badenoch & Strathspey Citizens Advice Bureau

Private Rented Sector (PRS) Housing Advice Specialist Adviser

- **Job Title:** Private Rented Sector (PRS) Housing Advice Specialist
- **Location:** Covering Inverness, Badenoch & Strathspey
- **Hours per week:** 1 post x 35 hours or 2 post(s) x 17.5 hours each
- **Type of contract:** Fixed Term – 2 years
- **Salary:** £22,000-£24,500 FTE (experience dependant)
- **Closing Date:** Friday 8th October at 12 Noon
- **Interviews:** TBC

Role purpose

In conjunction with Safe Deposits Scotland, Inverness Badenoch and Strathspey Citizens Advice Bureau are pleased to launch a new service that will provide comprehensive Housing advice and information to clients within the Private Rented Sector (PRS). The role will provide a one stop advice service covering income maximisation, fuel and energy, debt, housing rights up to and including representation at 1st Tier Tribunal and ongoing casework. The role focuses ultimately on the prevention of homelessness and on ensuring improved standards for the PRS including landlords and the promotion of good practice and support to the sector.

The role will involve working closely with other specialist teams to carve out a dedicated PRS Advice Project. Promoting early access to advice and normalising the provision of money advice, fuel, household and energy advice as a service available to the sector.

The role will also involve working closely with local stakeholders, setting up a landlord and tenant forum and alongside the Money Advice and Housing Services Manager the promotion of the new service as well as training sessions to landlords and to other stakeholders. The ability to produce reports, collate data and carry out presentations as well as a caseworkers role are vital to this position to ensure we meet our aims.

Employee benefits

Inverness Badenoch & Strathspey Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

How to apply

Applications can be downloaded from the link on this site or for further details and information about the post, please contact Melissa.macdonald@invernesscab.org

Equality & diversity monitoring

To help Inverness Badenoch & Strathspey Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents.

Job Description

Key Responsibilities

- To provide holistic advice, assistance, negotiation and representation.
- Advise and assist with housing issues up to and including type III of the Scottish National Standards.
- Produce reports, data and written information for press, social media and funders.
- Maintain detailed case records of all advice work undertaken.
- Undertake full benefit checks and maximise income including energy advice.
- Assist clients with preparation of income and expenditure and generalist level debt issues.
- Work with and on behalf of clients to process conclusion.
- Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service.
- Make appropriate referrals to ensure clients receive the best service.
- Produce a detailed work plan which fits in with the key objectives of the project.
- Carry a caseload covering the full range of PRS housing advice to tenants and landlords.
- Prepare and present cases to the appropriate statutory bodies and/or 1st tier tribunal.
- Liaise and assist with the training of staff, volunteer and external stakeholders including landlords in relation to PRS housing.
- Build on existing relationships with external agencies/other bureaux and form new working relationships.

- Negotiate where appropriate on behalf of a client/landlord for a positive outcome.
- Adopt a holistic approach, identifying other related problems. Develop a robust referral system both internally and externally.
- Ensure that all work conforms to the bureau's systems, procedures, Citizens Advice Quality standard and National Standards Level II/III.
- Maintain accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
- Maintain a library of reference material and case law.
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation.
- At all times demonstrate commitment to the aims and policies of the CAB service.
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

Social Policy

- Assist with social policy work by providing information to drive change and highlight inequalities.
- Monitor service provision to ensure that it reaches the widest possible client group.
- Alert other staff to local and national issues.

Professional Development

- Keep up to date with legislation, case law, policies and procedures relating to PRS housing advice and options and undertake appropriate training internally and externally.
- Advocate the Citizens Advice Bureau at all times.
- Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
- Assist with project initiatives for the improvement of services.

Person specification

Knowledge, skills and experience

Essential

- Experience of working with people with multiple and complex needs.
- Experience of presenting to audiences of all levels.
- Ability to work without supervision and prioritise own workload.
- Experience of preparing, planning and delivering briefings, reports and tribunal papers.

- Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
- Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
- Excellent organisational skills.
- A proven ability to work effectively with a wide variety of stakeholders.
- A commitment to the aims, principles and policies of Citizens Advice Bureau
- Ability to operate as a team player and communicate effectively with colleagues and managers.
- Presentation skills, experience of data collating and producing high quality written reports and the ability to analyse data.

Desirable

- A Specialist knowledge of PRS Housing Law with particular emphasis on the Private Rented Sector.
- Completion of Citizens Advice Bureaux Adviser Training Programme
- Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate
- Experience of liaising with funders, stakeholders of all levels.

Additional requirements

- Provision to work remotely from home if this should be required
- Make Home visits to clients or work from any bureaux or outreach locations
- Travel to visit other organisations and venues and attend meetings.
- Occasionally undertake work out of hours

Inverness Badenoch and Strathspey Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.