

Come and join our Advice Team!
VACANCY – HOUSING CASEWORKER

FIXED TERM TO MARCH 2024

Salary: £18,200 p.a. based on 28hrs/wk @ £12.50/hr

Do you have the drive and enthusiasm to help others? Do you want to make a real difference? Then this is the career for you!

The successful candidate will become part of our highly respected Scottish National Standards Accredited Advice Team. We provide free, confidential and impartial Housing Advice and Advocacy with the main focus on improving mental health and wellbeing through alleviation of poverty, early intervention and homeless prevention. As the Frontline Worker you will engage with people in housing need to identify issues, explore solutions and promote engagement to secure outcomes on housing and poverty related issues across all housing sectors. You will assist vulnerable people who are homeless or are at risk of homelessness and if necessary link to our Type III Housing Advisers and/or Tribunal Worker and actively signpost and refer to external agencies to provide additional support.

As part of the Advice team, you will be provided with support to enable you to empower service users to enforce their rights and actively engage to alleviate poverty through budgeting and grants to reduce the cost-of-living crisis impact. You will empower people to make positive changes in their life which lead to future life chances through positive informed choices.

Full training will be given, however, it is expected that applicants will have some housing or homelessness experience or knowledge. An understanding of Benefits, income maximisation and grants to relieve poverty is advantageous. You will participate in peer case reviews which assist in ensuring quality, consistency and prompt in-house team training. You will help provide the Centre's Housing Education for Youths Project in Schools as and when required.

Use of a car and driving licence is highly desirable.

Benefits:

- Extremely rewarding job being able to help those in housing need
- Small friendly team environment
- Third Sector accredited, well established and respected charity
- Auto enrolment into the Nest Pension Scheme (10% employer contribution)
- 30 days holiday (increasing to 37 in 3 years) pro rata based on a 5-day week
- Living Wage Scotland & Disability Confident accredited Employer

For an Application Pack please click the following link which will take you to our Website and complete your details [Vacancies – Ayr Housing Aid Centre](#)

All applications should be e-mailed to recruitment@ayrhousingaidcentre.com before the closing date: **Friday 17th March 2023 at 4.30pm**

We will contact successful candidates before **Wednesday 22nd March 2023** for interview on **Tuesday 28th March 2023**. If you do not hear from us prior to 22nd March 2023, you have not been selected for interview.

JOB DESCRIPTION

POST: Housing Caseworker

GRADE: £12.50/hr for 28hrs/wk

RESPONSIBLE TO: Advice Team Leader

MAIN PURPOSE OF THE POST:

TO PROVIDE ACCURATE HOMELESS PREVENTION INFORMATION AND ADVICE TO THOSE IN HOUSING NEED. Provide accurate, free information, advice, advocacy and support to Service Users with a housing problem, in particular homelessness.

Assist to enable and empower people to take action to prevent homelessness and liaise with Landlord to encourage positive relationship. Ensure compliance with Scottish National Standards for Housing Information and Advice. Carry out Case Reviews and assist in staff training to ensure up to date resources and knowledge. Provide support to Tenure Sustainment and external parties when required. Provide HEY lessons within Secondary Schools as and when required.

Perform the following functions:

- Contribute within the team to improve service delivery including strategies and plans
- Promote the organisation's reputation and principles
- Carry out peer Case Reviews to ensure quality and consistency
- Provide service which complies with the National Standards for Housing Information and Advice
- Provide peer reviews, share learning and provide in-house cascaded training
- Provide outreach services at external locations including schools
- Participate in Team Meetings
- Represent the Centre at external meetings and events
- Provide accurate statistical data to ensure quality assurance monitoring
- Report to Advice Team Leader and CEO on ongoing issues
- Participate in the development of internal and formal Reports
- Encourage and promote an efficient service by encouraging peer learning and sharing good practice
- Provide admin with accurate and immediate essential statistical data
- Provide assistance and support to Management where necessary
- Actively encourage referrals to improve digital inclusion

Qualifications and Skills

- Experience in providing Advice/Support
- Relevant professional or lived experience of Housing, Homelessness and/or Benefits
- Good networker and negotiator
- Understanding of housing rights and homelessness law
- Good understanding of Debt, Benefits and income maximisation
- Understanding of fuel poverty and available remedies
- Good Team Worker
- Attendance at related Training and Seminars
- Completion or ability to complete relevant Qualifications
- Commitment to own professional development

Personal Qualities

- Maturity
- Patience
- Excellent interpersonal skills
- Confident
- Caring and approachable
- Resourceful
- Good verbal and written communication skills
- Excellent Negotiating ability
- Non-judgemental

Specifics:

Provide and develop a free, confidential and impartial housing advice, advocacy service to vulnerable people who have been, or are at risk of homelessness through the provision of:-

1. Information – present verbally or in writing facts to enable the Service User to make an informed choice/decision. Provide information on other services and actively refer them for help.
2. Advice – Provide information together with recommendations for future actions or decisions, which outlines consequences or implications to enable the Service User to make an informed choice/decision.
3. Practical Help – Provide practical assistance which may require writing, calling or visiting others on his/her behalf, providing Advocacy/Mediation between Council, DWP, Landlord, other agency, etc.
4. Sustainment – Refer Service Users to our Crisis intervention support where the service user is unable to link with any other support services and cannot carry out tasks themselves without support. Provide detailed advice to the Sustainment Workers for their service users.
5. Referral – When required make internal and external referrals. Where the Service User's needs are better met by another agency, refer effectively within established framework.
6. Work with others to develop network of advice, sustainment and support to ensure all sectors have access to appropriate services through streamlined referral protocol arrangements.
7. Provide information, advice, and advocacy for Service Users in housing need to ensure their needs are fully considered, and housing difficulties are dealt with in compliance with the Scottish National Standards on Housing Information and Advice.
8. Provide advice when on Duty Rota and ensure a consistent quality service is delivered including providing peer support within the team and identifying training.
9. Circulate knowledge and information gained after attending courses and seminars through informal staff training sessions. Encourage peers to share knowledge and skills within the team, including good practice.
10. Deliver HEY (Housing Education for Youths) in Schools as and when required.
11. Represent the Centre's aims and objectives.
12. Carry out such other reasonable duties as may be required.



Person Profile

Job Title: Housing Caseworker

Date: Feb 2023

Project: Ayr Housing Aid Centre SCIO (Housing Advice Team)

Requirements

Desirable/Essential

1. Qualifications/Education/Knowledge

Proficient IT, Microsoft and file management skills

Essential

Housing Qualifications and/or training

Highly Desirable

Understanding of Housing and Homelessness Legislation

Highly Desirable

Good understanding of Benefits System and Welfare Reform

Highly Desirable

Driving licence and use of a car

Highly Desirable

Have completed **or** be willing to gain relevant Qualifications (e.g. Shelter PDA in Housing Law, etc)

Desirable

2. Experience

Working in an advice and advocacy organisation

Highly Desirable

The Third Sector

Highly Desirable

Managing a defined caseload as part of a team

Highly Desirable

Awareness of Scottish National Standards

Desirable

Representation and/or Advocating in formal settings

Desirable

Working with a wide range of agencies and partners

Desirable

Managing expectations and empowering positive choices

Desirable

Requirements

Desirable/Essential

3. Abilities

Establish good relationships with people	Essential
Able to retain knowledge to maintain high standards	Essential
Build networks with relevant agencies and partners	Essential
Provide clear and accurate records and promote consistency	Essential
Use Microsoft Office (Word, Excel and Powerpoint)	Essential
Be able to adapt and evolve the service to meet the changing needs	Essential
Be able to share experience and skills with team	Essential
Be aware of the Social and Political issues surrounding homelessness	Desirable
Be successful, self-directed, flexible and tactical	Desirable
Experience of written and/or face to face review and appeals	Desirable

4. Personal Qualities

Non-judgemental, caring and approachable	Essential
Maturity, patience, resourceful and confidence	Essential
Proficient interpersonal skills	Essential
Excellent verbal and written communication skills	Essential
Negotiating Ability	Essential
Flexibility where required	Essential

5. Ayr Housing Aid Centre Values

Candidates should respect Centre values and core objectives	Essential
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