JOB DESCRIPTION	
POST	Type II Housing Caseworker
RATE AND HOURS	£14.69/hr for 35 hrs/wk
RESPONSIBLE TO	Advice & Support Manager
WORKING HOURS	Core Service Hours: **8am – 7pm Monday to Friday** with flexibility and TOIL applicable where necessary to meet service user's needs between **8am - 7pm Monday to Sunday**

MAIN PURPOSE:
You will work as part of a team funded through the Council Contract to provide a Housing Support, Advice and Advocacy Service, ensuring compliance with the Housing Support Services (Homelessness) (Scotland) Regulations 2012, including the provision of Type I & II accurate, free, accredited housing information and advice helping to those in housing need, in particular those at risk of homelessness and/or poverty. Please see "Contract Overview" for further details.

MAIN DUTIES:
Advice
- Ensure compliance with Scottish National Standards for Housing Information and Advice up to type II
- Provide information and advice together with recommendations verbally or in writing to assist future actions or decisions, which outlines consequences or implications to enable the Service User to make an informed choice/decision
- Actively encourage digital inclusion and mental health improvement
- Manage and maintain an active caseload to secure positive outcomes including preparing case studies
- Take a trauma informed, holistic, person-centred approach, taking into account the Service Users needs, aspirations and expectations
- Provide consistent, quality information, advice, and advocacy service 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 type I and II including detailed case notes to demonstrate accurately information and advice provided and where necessary liaise or assign to a type III Adviser or expert
- Provide a frontline response duty rota through preferred methods of contact, opening cases, meeting with Service Users to establish need and prepare a case plan to work through together to promote empowerment and resilience
- Provide practical assistance which may require writing, calling or visiting others on their behalf, liaising and mediating between the Council, DWP, Landlord, other agency, etc
- Advice on housing and benefit issues, assisting with budgeting, income maximisation and identifying grants to alleviate poverty and reduce arrears, including affordable payment plans
- Encourage and support service users to have a voice and input into the service including feedback, case studies, group work and any other methods of service improvement
- Provide flexible access to advice across all communication methods

Collaboration
- Liaise with all AHAC staff and management to assist with overall service development and delivery
- Triage to establish need to link and collaborate with all AHAC services including support, Prison Housing Advice and Type III Representation, to promote informed choices and ensure people from all tenures receive independent advice on their rights, where possible prevent homelessness and alleviate poverty
- Liaise with Contractors as and when required
- Understand the benefits of internal, external and joint working. Liaise with referring agencies, report progress and statistics and identify challenges, transitions and change where referral to other services are appropriate
- Proactively encourage and actively link to specialist agencies as part of our early intervention strategy including health, addiction, self-help groups and services
- When required make internal and external referrals taking a planned approach taking into account the Council's objectives and strategic plan. Where the Service User's needs are better met by another agency, refer effectively within established framework and explain the reasons for this

- Link with Lenders, Landlords, those with statutory duties and other relevant parties to seek sustainable outcomes for Service Users
- Work collaboratively with external services to ensure early intervention and timely advice and information is provided in a holistic, accessible way

Compliance & Organisational Wide

- Maintain mandatory training requirements and memberships
- Maintain accurate records and statistical returns for reporting and service development purposes
- Maintain systems e.g. OneDrive, mailboxes, AdvicePRO, Better Futures
- Understand and keep up to date with relevant legislation and policies and how these impact people
- Provide home visits and outreach at external locations and events as and when required
- Provide reception cover rota, welcoming visitors and notifying others of appointment/drop-in attendance
- Participate in the team by interacting, collaborating and providing peer support and reviews
- Attend all necessary meetings and training and cascade knowledge throughout team
- Use reflective practice to improve performance, quality and value
- Carry out other such duties as required

Person Profile **Job Title:** Type II Housing Caseworker **Date: Nov 2026**

Requirement	Desirable/Essential
1. Qualification/Education	
Relevant Qualifications e.g. Shelter PDA in Housing Law (ability to work towards)	Essential
Successfully complete PVG membership	Essential
Good IT, statistical systems, Microsoft Office 365 and file management skills	Essential
Driving licence, vehicle and business insurance	Essential
2. Experience/Knowledge	
Advice, advocacy and/or representation experience, including in formal settings	Highly Desirable
Awareness of Scottish National Standards	Highly Desirable
Good understanding of benefits, income maximisation and poverty	Highly Desirable
Worked within Housing, Support, related third sector services or community groups	Highly Desirable
Understanding of Housing and Homelessness Legislation and Regulations	Highly Desirable
Knowledge and understanding of how to adapt to meet individual changing needs and expectations	Highly Desirable
Knowledge and understanding of partner organisations and other services	Desirable
Social and Political homelessness awareness	Desirable
Awareness of review and appeals processes	Desirable
3. Abilities	
Establish good professional relationships with Service Users while understanding boundaries	Essential
Building and nurturing networks with relevant agencies and partners	Essential
Provide high standard of clear, accurate records and statistics	Essential
Manage and maintain an active caseload to secure positive outcomes	Essential
Commitment to professional development and continuous improvement	Essential
Work effectively through self-directed motivation and as part of a team	Essential
Attend training and meetings when required	Essential
Promote reflective practice and self-care for self, team and service users	Essential
4. Personal Qualities	
Maturity, patience, confidence with a can-do attitude	Essential
Excellent verbal and written communication and negotiating skills	Essential
Non-judgemental, caring, compassionate, kind and approachable	Essential
Excellent organisational skills and ability to prioritise effectively	Essential
Eager to learn, develop and be responsive in a flexible way	Essential
5. Circumstances	
Able to travel to meet the needs of your role, including training	Essential
Able to work flexible hours when required (sometimes out of hours)	Essential
6. Ayr Housing Aid Centre SCIO Values	
Respect and understand AHAC ethos and core values	Essential

This job description may be altered over time and by agreement to reflect the changing requirements of the post, AHAC and its funders. A flexible approach by the post holder is therefore essential. Positive active participation in overseeing and promoting successful delivery is essential.

Signed:

Signed: