



**Housing
Rights**

Recruitment Pack

Advice Intern

Closing date: Monday 20 May 2024 at midday

when everyone has a **home**

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WELCOME

from our CEO

Thank you for your interest in the role of Advice Intern at Housing Rights.

This recruitment pack provides details of the work we do, the role of Advice Intern and what we are seeking from candidates.

We are proud of the difference we make to people's lives in preventing homelessness and helping them with their housing problems. Last year, we helped over 13,000 people in Northern Ireland.

The commitment and dedication of our staff across all departments helps us achieve this. We are proud of our expert, passionate staff team.

In return, Housing Rights supports staff to develop their knowledge and careers. We offer flexible working, hybrid working and a generous leave entitlement. We work hard to ensure staff are working in a positive environment which promotes wellbeing and reflects our values.

The work of Housing Rights is becoming more critical in this unprecedented time. I hope the opportunity to join us is one that will interest and excite prospective candidates.

Kate M'Carley



WHO WE ARE

We improve lives by tackling homelessness and housing problems in Northern Ireland. We believe a good quality affordable home can be a building block to a stable life. We believe that everyone should have a home.

WHAT WE DO

We help people in Northern Ireland live in safe, suitable, and affordable homes. We provide services for the public and professionals working in housing.

Our services include:

- housing advice via our helpline
- online housing advice and information via our website
- advocacy and legal representation
- housing mediation
- advice and support for people in or leaving prison
- specialist support for young people at risk of homelessness
- advice for landlords
- support for generalist advice agencies
- policy and participation service to positively influence decisions made about housing and homelessness
- training and events for housing and advice professionals

THE DIFFERENCE WE MAKE

Over the course of 2022-2023 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,398 households



Improved skills and knowledge

100% of attendees felt attending our training improved their housing skills and knowledge



Provided advice

We provided advice, advocacy, and representation services to 13,517 households



Improved housing circumstances

9 out of 10 people who used our helpline reported their housing circumstances had improved



Improved wellbeing

7 out of 10 people who used our helpline reported an improved sense of wellbeing

OUR VALUES

I appreciate the growing diversity of the staff in Housing Rights
-Housing Rights Staff Survey 2023

Equality



Cooperation



Independence



Quality



Respect



Agility



OUR BENEFITS AND CULTURE

We offer our staff the following benefits:



hybrid and flexible working



tailored learning and development plan



generous holiday allowance



enhanced employer pension scheme with free life assurance



accessible location and free parking



fun events for staff engagement



access to employee wellbeing services

Accreditations:

- ✓ Living Wage Employer
- ✓ BS 76006 in Learning & Development
- ✓ BS 76006 Diversity & Inclusion
- ✓ Investing in Volunteers



Housing Rights is more a vocation than a job
-Housing Rights Staff Survey 2023

I think overall Housing Rights has a great culture and the staff as a team are brilliant
-Housing Rights Staff Survey 2023

WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:



5% increase in staff satisfaction in the last 5 years!



Categories staff were most satisfied with:

1. My work
2. Inclusion & Fair Treatment
3. Wellbeing and Engagement



Kerry Logan - Participation and Policy Coordinator

“I love working alongside and learning from my colleagues right across the organisation at Housing Rights – it is a fab team, made up of people who are passionate about social justice and constantly going above and beyond to support people experiencing housing problems or homelessness.”



Eamon Sheridan - Housing Adviser (Young People)

“By providing effective advice and advocacy for my client’s I have witnessed first-hand how our services can positively impact their lives.”



Bronagh Flynn - Business Development Coordinator

“I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone has a home.”



Mischka James - Helpline Coordinator

“I love the ethos and strong mission of the organisation that fits well with my own personal values. I see first-hand the difference that I can make in helping people resolve their housing problems and prevent homelessness. Everyone works together as a team and I always feel supported by my colleagues.”

ABOUT THE ROLE

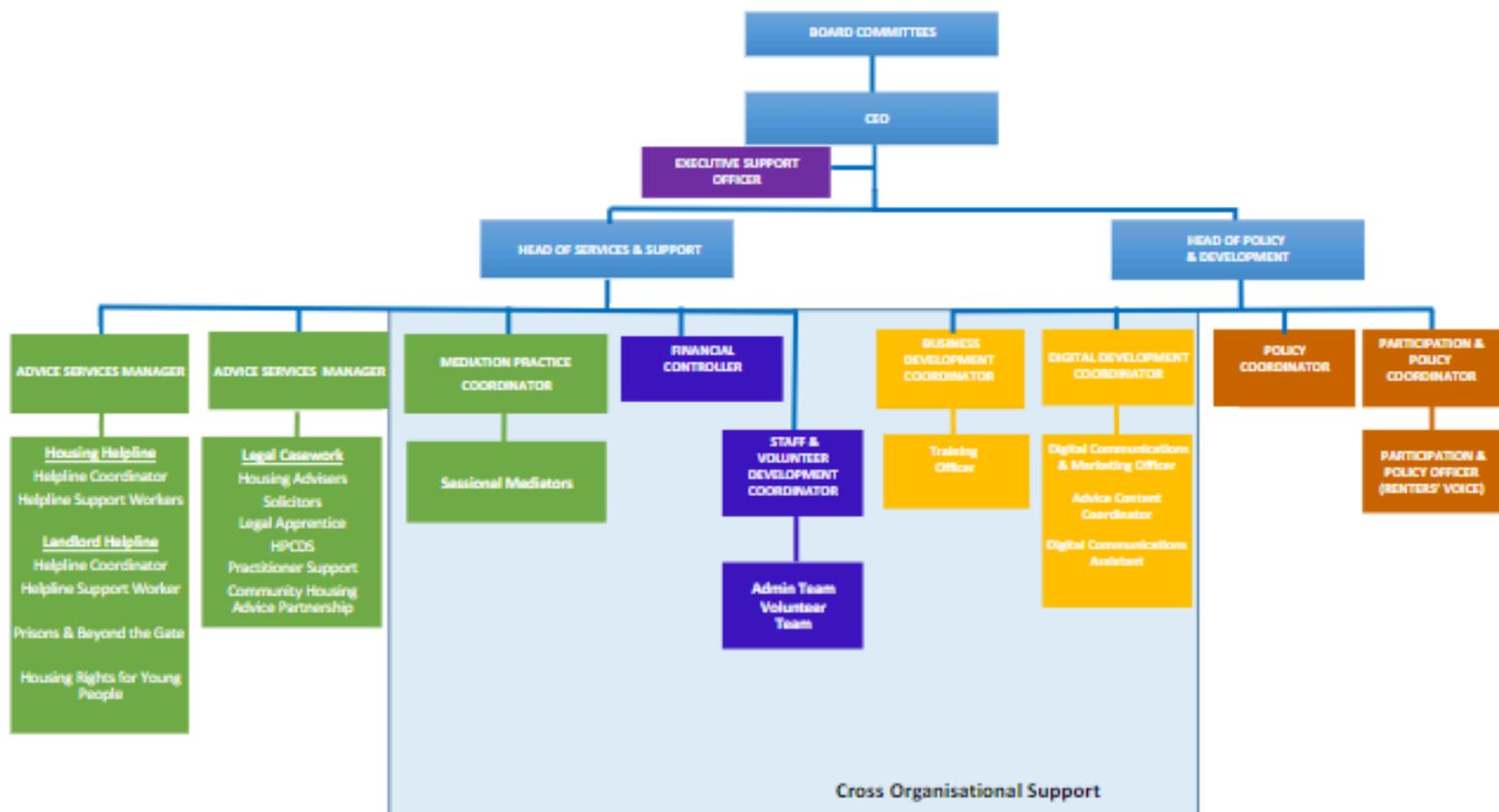
You will work closely within the Helpline and Casework teams, supervised by our Helpline Coordinator.

To succeed as an Advice Intern, you will need:

- dedication to your learning and development journey and have a desire to learn quickly
- to be energetic about new opportunities to deepen your understanding of the organisation
- to be self-driven and passionate about achieving positive outcomes for our clients
- to be willing to take on responsibility and use your initiative
- to develop good working relationships with colleagues

This role is available on a full time basis (37 hours), for up to 12 months, and will be based in the Housing Rights office.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

To assist Housing Rights to achieve its vision and deliver its strategic objectives through:

(i) the provision of specialist, comprehensive, holistic advice and support on the core areas of homelessness, housing debt and housing issues to members of the public and relevant agencies

(ii) identifying and making timely, appropriate internal and external referrals

(iii) furthering the mission and aims of Housing Rights

Key Duties:

Provision of advice, assistance & direction to clients via face-to-face, telephone and digital channels

- use Housing Rights digital and telephony channels to meet the needs of advice services
- establish the nature of client housing issues through effective questioning
- identify client needs and appropriate actions required to achieve positive housing outcomes
- use available resources, both printed and electronic, to answer client queries effectively and efficiently
- aim to resolve appropriate client enquiries on first contact
- identify more complex issues and make appropriate internal and /or external referrals (e.g. to casework, mediation, legal)
- empower clients to use self-help materials (e.g. using <https://www.housingrights.org.uk>)
- ensure client details are entered into case management system accurately and promptly in the prescribed manner
- ensure all work meets both internal and external quality and performance related requirements
- contribute to the development of housing legislation and policy through the provision of practice-based comment to Helpline Coordinator
- comply with all reasonable requests from Helpline Coordinator

JOB DESCRIPTION

continued

Developing effective working relationships

- develop and maintain effective internal working relationships
- develop and maintain effective working relationships with service users, external agencies and relevant stakeholders

Developing self and others

- show ambition, enthusiasm and commitment to your learning and personal development journey
- take part in training and development opportunities in other areas of the organisation to reach your full potential
- under direct supervision of the Helpline Coordinator, carry out your role to the best of your ability
- work collaboratively as part of the advice services teams
- take responsibility for maintaining awareness of current topical housing issues including wider Housing Rights developments and understand the implications of these for clients of the service

Other

- act in accordance with the values of the Housing Rights
- ensure the policy and procedures of the organisation, with respect to Statutory Compliance and Client Care as outlined in the person specification for this position, are observed
- undertake any other duties, consistent with the post which may from time to time be required by the Helpline Coordinator and/or Advice Services Manager

The duties of the post will be subject to review in accordance with the needs of the organisation.

PERSONAL SPECIFICATION

Job title	Advice Intern
Grade	NICS AA £23,177 per annum
Location	Skainos Centre, Belfast
Responsible to	Helpline Coordinator

Education / Training

Essential

- * evidence of a higher education qualification in Housing, Law, or related discipline on or before September 2024

Desirable

- * evidence of having completed relevant related training e.g. housing, debt or social security benefits

Relevant experience

Essential

- *experience of dealing with members of the public by telephone, on-line or on a face-to-face basis, in a customer service environment

Desirable

- * experience of handling customer/client enquiries by telephone, on-line or on a face-to-face basis in a busy helpline, clinic or advice centre environment
- *experience of handling either complex, challenging or sensitive customer/client enquiries
- *an understanding of housing and homelessness issues in Northern Ireland

PERSONAL SPECIFICATION

continued

Skills / Attributes

Essential

- *skills in the use of MS Office applications e.g. Outlook, Teams
- *demonstrated ability to communicate effectively both verbally and in writing
- *good interpersonal and teamwork skills
- *ability to work with accuracy and attention to detail
- enthusiasm for personal and professional development
- willingness to adapt
- ability to work well under pressure

Desirable

- *work related skills gained in the use of MS Microsoft Office, databases and telephony systems in a customer focused environment

Values

- a commitment to the values of Housing Rights

****denotes shortlisting criteria***

TIMELINES

Advertise	2 May 2024
Closing date	20 May 2024 at midday
Interview	31 May 2024

INTERVIEW PANEL

Amy Lyness	Housing Rights
Ruairi McMenamin	Housing Rights
Emma Kinghan	Housing Rights

Complete and return the application and equal opportunities monitoring forms by the closing date.

You can submit the forms by:



recruitment@housingrights.org.uk



Diane Callaghan, Administration Officer, Housing Rights, The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF

If you need us to make any reasonable adjustments to help you during the recruitment process, please let us know.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.