

### Summary

Are you confident speaking to groups and passionate about improving the lives of people in Northern Ireland by tackling homelessness and housing problems?

We are currently seeking an Assistant Training Facilitator volunteer who will assist our Training department with the delivery of various training courses which Housing Rights offers to housing practitioners and members of the public. Our course participants include frontline housing advisers in the voluntary, statutory and private sectors in Northern Ireland.

Housing Rights has been providing the highest quality training in Northern Ireland for over 20 years. At Housing Rights we're committed to offering cost effective, quality training and opportunities for professional development. We provide an innovative range of training courses on housing and welfare-related issues, responding to the sector's training needs.

Last year 1,355 people attended training with Housing Rights, 97 trainees received an accredited housing qualification and 88% of our trainees felt better equipped to give informed housing advice as a result of attending Housing Rights' training.

The Assistant Training Facilitator volunteer will be required to assist in the delivery of various training courses including topics such as such as Universal Credit and housing, welfare reform, redundancy and keeping the home, sustaining tenancies, the private rented sector, advising people in housing debt and anti-social behaviour.

If are interested in furthering your facilitation skills and enjoy working with members of the public this could be the perfect role for you!

### Location

Your main location would be our Belfast office (The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF), although flexibility is required as training can be delivered province-wide.

### Time commitment

Minimum of two days to a maximum of eight days per month

### Tasks

- Prepared to attend induction / role specific training to ensure you are comfortable with delivering training
- Familiarising yourself with course materials and resources in advance of training sessions
- Co-facilitating training sessions alongside the Training Officer
- Excellent communication skills that allow you to inform and advise others clearly
- Contribute to group discussions
- Facilitate group work

- Good time-keeping skills to enable you to effectively manage training schedules
- Sharing your own experiences, if appropriate
- Administrative tasks on the day of the training
- Assist Training Officer with other relevant tasks as and when required
- Provide feedback on your experience of the training session to help the Training department continuously improve their training courses

**Skills we are looking for from you:**

- Reliable
- Have excellent customer service skills
- Confident in speaking to small groups
- Have excellent interpersonal skills that enable you to work with people at all levels
- Enthusiastic
- Approachable
- Able to act in a professional manner
- Willingness to improve your own knowledge and skills
- Committed to the values of Housing Rights

**We especially want to hear from you if:**

- You have previous experience of facilitation, delivering training or teaching
- A teaching or training qualification eg. Train the Trainer
- Assessor's award
- Presentation or public speaking skills

**Additional Information**

Previous experience in training is not necessary as this role will give you the opportunity to develop your skills in facilitation. All volunteers will be allocated a supervisor and will attend monthly supervision meetings where training needs can be identified, with the opportunity for volunteers to undertake further training where deemed relevant as part of their role.

Out of pocket volunteer expenses will be reimbursed within Housing Rights expenses guidelines.