

Housing Rights



Recruitment Pack

Advice Service Lead (HOME Project)

Closing date: Monday 16 March 2026 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 Service Lead (HOME Project) at Housing Rights.

This recruitment pack provides details of the work we do, the role of Advice Service Lead (HOME Project) 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 McCauley



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 2024-2025 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,120 households



Improved skills and knowledge

94% of attendees felt that our training improved their housing advice skills and knowledge



Provided advice

We provided advice, advocacy, and representation services to 13,162 households on 67,828 housing issues



Improved housing circumstances

90% of people who used our helpline reported their housing circumstances had improved

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

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

Accreditations:

- ✓ Living Wage Employer
- ✓ Investing in Volunteers
- ✓ Diversity Mark Accredited

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 and fair treatment
3. wellbeing and engagement



Kerry Logan - Participation and Policy Lead

“ 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 - Legal Fellow

“ 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 Lead

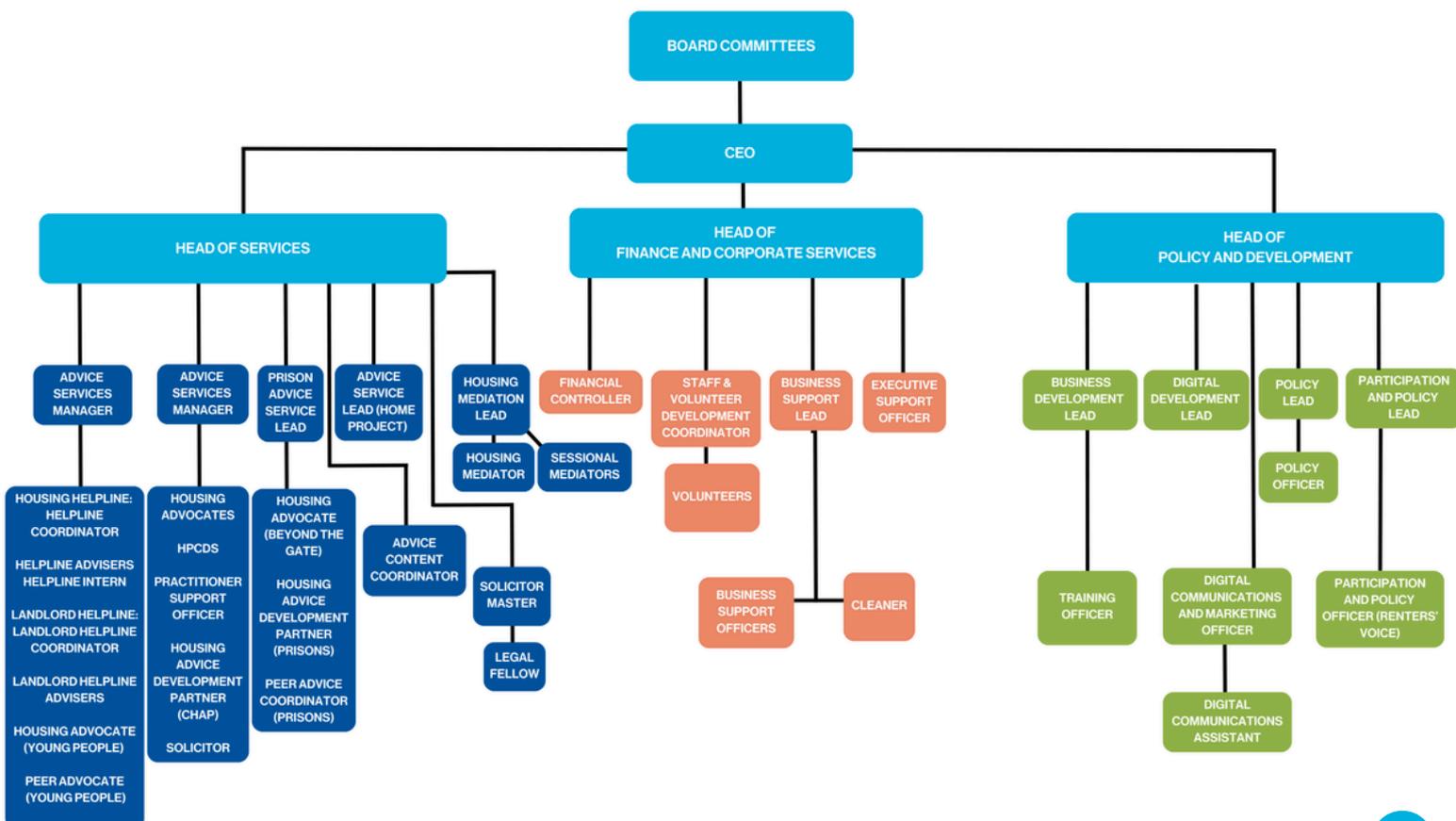
“ I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone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

ABOUT THE ROLE

As Advice Service Lead (HOME Project), you will play a central role in developing and delivering innovative, bespoke housing advice services for communities whose needs are not always met by traditional provision. Reporting to the Head of Services, you will lead the service using an agile, responsive approach, ensuring it evolves through learning and operational insight.

Working closely with participation colleagues, you will integrate high-quality advice, lived-experience participation, and strategic service development into a cohesive model. A key focus will be embedding peer advice and ensuring services are designed and delivered with, not for, the communities we support.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

The Advice Service Lead is a key role within Housing Rights, responsible for leading the rollout of the HOME project. The postholder will be responsible for working in consultation with the senior team to deliver on the strategic goal of reaching communities who currently face the greatest barriers to accessing our advice and support. The postholder will work in partnership with our participation team in ensuring affected communities are closely involved in both the design and delivery of the service.

The key purpose is to assist Housing Rights to achieve its vision and deliver its strategic objectives through: -

1. ensuring the delivery of quality advice services in agile ways, to those who need them most
2. developing relationships with external stakeholders to deliver off-site advice clinics and with internal stakeholders to ensure appropriate referrals into Housing Rights' services
3. developing the project in consultation with Housing Rights senior team and in partnership with the participation team
4. supporting the development of the peer advice model within affected communities through training, support, and line management
5. supporting project learning and funder reporting through the collection of data in agreed formats

Key Duties:

1.0 Leading on the delivery of quality advice services

- 1.1** to lead the effective coordination and delivery of Housing Rights' HOME advice services, based in off-site locations and across identified communities
- 1.2** to implement appropriate operational plans for all designated areas of HOME services
- 1.3** to oversee the planning and delivery of off-site advice clinics, ensuring appropriate locations, accessibility and referral arrangements are in place
- 1.4** to ensure adequate cover for all areas of service delivery
- 1.5** to provide specialist guidance and support to peer advisers involved in the provision of advice
- 1.6** to ensure the effective implementation of an appropriate advice quality management system
- 1.7** to ensure comprehensive learning and development plans are in place for peer advisers

JOB DESCRIPTION

continued

Key Duties:

- 1.8 to develop and ensure compliance with policies and procedures relevant to the delivery of the HOME advice services
- 1.9 to ensure the accurate and timely recording and collation of all data required for project monitoring and funder reporting, in line with agreed organisational formats
- 2.0 Developing relationships with internal and external stakeholders**
 - 2.1 to develop and maintain effective relationships with relevant external stakeholders, including community organisations and voluntary and statutory partners
 - 2.2 to develop and maintain effective internal relationships across the organisation, ensuring clear and appropriate referral pathways into Housing Rights' advice services are in place
 - 2.3 to develop and maintain effective relationships with Housing Rights' participation team, ensuring participation specialism is reflected in recruitment and development of the HOME model
 - 2.4 to represent Housing Rights at relevant meetings and forums, promoting partnership and collaboration
- 3.0 Service development**
 - 3.1 to work in consultation with the senior team, ensuring they are fully informed through the provision of relevant monitoring data and operational insight
 - 3.2 to support service development by effectively contributing to the identification of opportunities and risks
 - 3.3 to work in partnership with the participation team to ensure affected communities are directly involved in the co-design and development of the service
 - 3.4 to take specialist guidance from the participation team on the recruitment, learning and development, and provision of ongoing support within a peer advice delivery model
- 4.0 Development of the home peer advice model**
 - 4.1 to line manage peer advisers involved in delivering the HOME advice services
 - 4.2 to ensure appropriate and effective induction, training and development of peer advisers
 - 4.3 to provide ongoing supervision, guidance and support to peer advisers
 - 4.4 to develop and implement clear operational processes, including referral pathways and quality assurance controls
 - 4.5 to provide specialist guidance and support to peer advisers in the provision of advice
 - 4.6 to ensure the effective implementation of the Advice Services Quality Management System, including timely case audits, in accordance with organisational policies and procedures

JOB DESCRIPTION

continued

Key Duties:

- 4.7** to ensure comprehensive learning and development plans are in place for peer advisers, ensuring they have the required specialist skills and knowledge to carry out the duties associated with their roles
- 4.8** to ensure compliance with and timely review of policies and procedures in the delivery of HOME advice services

- 5.0 Monitoring, evaluation and learning**
 - 5.1** ensure all advice, service activity and outcomes are accurately recorded using agreed systems and formats
 - 5.2** ensure ongoing monitoring of service outputs and outcomes against funder requirements and internal KPIs
 - 5.3** prepare timely progress reports for the Head of Services, including statistical data and support internal evaluation by providing insights into emerging issues and trends

- 6.0 Financial management**
 - 6.1** to approve relevant peer adviser expenditure in accordance with designated budgets and existing policies and procedures, including travel, subsistence, and learning and development requests

- 7.0 Other**
 - 7.1** to act in accordance with the agreed values of the organisation
 - 7.2** to ensure the policies and procedures of the organisation are observed
 - 7.3** to undertake any other duties, consistent with the post which may from time to time be required by the Leadership team

PERSON SPECIFICATION

Job title	Advice Service Lead (HOME Project)
Grade	NICS SO: £37,694-£38,990
Responsible to	Head of Services
Responsible for	Housing Options Made Empowering (HOME) Project

Education / Training

Essential

- *good standard of educational attainment (including 5 GCSEs grades A*-C or equivalent) or similar demonstrated level of ability
- *accredited qualification in housing, law or other social welfare area

Relevant experience

Essential

- *knowledge of housing legislation, policy and practice in Northern Ireland
- *at least two years full-time, or equivalent part-time, experience working in an advice or development capacity with communities most vulnerable to social injustice
- *at least 12 months full time (or equivalent part time) experience providing advocacy and representation, in the context of handling a challenging caseload, i.e. beyond advice only, signposting, referrals
- *at least two years full-time, or equivalent part-time, experience in supporting people directly affected by an issue (peers / experts by experience) in a programme or service
- experience of working in partnership with external stakeholders in a project to achieve positive outcomes in service delivery
- experience working with vulnerable groups and in applying appropriate risk management/safeguarding protocols

Desirable

- *experience of working and developing good relationships with senior managers, boards / committees
- *experience of working in an advice or development capacity with communities experiencing poor housing and homelessness
- experience in line management
- experience working in a setting in which multiple agencies are delivering services
- experience in project management
- *knowledge of participatory approaches to service development

PERSON SPECIFICATION

continued

Skills / Attributes

Essential

- delivering at pace and ability to be agile against competing priorities
- effective team working skills
- ability to organise, prioritise and delegate effectively to meet challenging deadlines
- problem solving skills

TIMELINES

Advertise	27 February 2026
Closing date	16 March 2026 at midday
Interview	2 April 2026

INTERVIEW PANEL

Brenda Parker (Chair)	Housing Rights
Kate McCauley	Housing Rights
Jamie Miller	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



Recruitment, 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.