



Housing Rights

Recruitment Pack

Housing Advice Development
Partner (Prisons) Pool

Closing date: Monday 16 February 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 Housing Advice Development Partner (Prisons) at Housing Rights.

This recruitment pack provides details of the work we do, the role of Housing Advice Development Partner (Prisons) 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 households in Northern Ireland.

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



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

-Housing Rights Staff Survey 2023

Accreditations:

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



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 clients, I have witnessed first-hand how our services can positively impact their lives.”



Bronagh Flynn - Business Development Lead

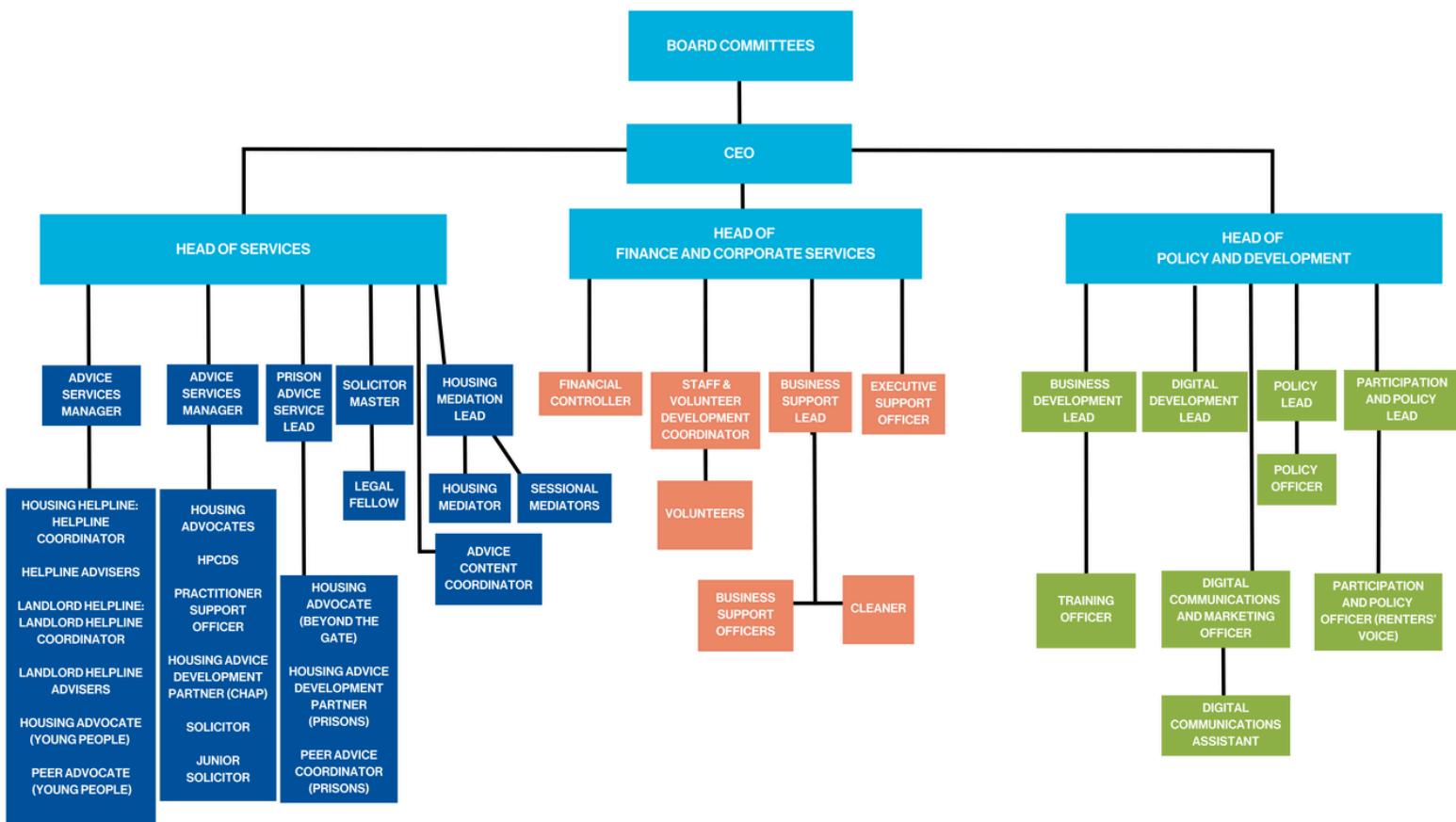
“I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider housing community - to ensure everyone has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

ABOUT THE ROLE

As a Housing Advice Development Partner (Prisons), you will:

- work directly with people in custody who have complex housing needs, providing a confidential, impartial specialist housing advice, advocacy and representation service for people entering and leaving Northern Ireland prisons
- provide a specialist casework support and consultancy service on housing, homelessness and related issues to those working in the resettlement disciplines within the prison system
- work closely with staff within the Northern Ireland Housing Executive (NIHE), the Northern Ireland Prison Service (NIPS), and other prison-based colleagues and staff to encourage coordination and facilitating partnership working
- highlight strategic areas of your work which identify systemic barriers in housing policy and practice affecting people leaving custody

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

- (i) To provide a specialist housing advice, advocacy and representation service to people entering and leaving Northern Ireland Prisons.**
- (ii) To provide a specialist casework support and consultancy service on housing, homelessness and related issues to those working in the resettlement disciplines within the prison system.**
- (iii) To assist in the development and delivery of specialist training and information on housing issues for people entering and leaving prison.**
- (iv) To influence and improve policy, practice, and service provision through strategic casework that identifies systemic barriers faced by people entering and leaving prison in securing and sustaining accommodation.**

Key Duties:

1.0 Provision of advice, advocacy, representation and support

- 1.1** to provide a confidential and impartial advice, advocacy and representation service to people in prison with complex housing problems
- 1.2** to maintain case records as required in individual cases and ensure all enquiries are entered into the case management system
- 1.3** to provide a support and referral service for staff working in the resettlement disciplines within the prisons
- 1.4** to refer clients to relevant services where their needs are best met by another organisation
- 1.5** to develop basic written information on accommodation issues for people entering and leaving prison
- 1.6** to provide specialist housing advice support and training to other providers of advice and information within the prisons

2.0 Liaison and collaborative working

- 2.1** to work closely with staff within the Northern Ireland Housing Executive (NIHE), the Northern Ireland Prison Service (NIPS) and other prison-based staff and to encourage coordination and facilitating partnership working where appropriate
- 2.2** to ensure effective partnership working by implementing agreed working protocols and referral pathways between Housing Rights and other relevant organisations

JOB DESCRIPTION

continued

Key Duties:

2.3 to assist in and contribute to the induction and development of new staff members as required

3.0 Development and policy work

3.1 to highlight strategic areas of your work which identify barriers and improve policies and practices, increasing housing opportunities for people in prisons in Northern Ireland

3.2 to notify the line manager of cases raising important points of law or policy

3.3 to promote good practice with statutory and voluntary agencies in the range of and access to accommodation and support services for people leaving prison

3.4 to participate in media interviews and respond to requests for information from the media as required by line manager

3.5 to represent Housing Rights at relevant meetings and forums

4.0 Planning and administration

4.1 to ensure the smooth administration of case records

4.2 to ensure that all data required for monitoring and evaluation is collated and forwarded timeously to the line manager

4.3 to respond promptly to reasonable requests for information and other material as required

5.0 Developing self and others

5.1 to plan, allocate and organise own workload

5.2 to monitor and evaluate own work

5.3 to develop self to enhance performance

5.4 to contribute to training and development activities for colleagues

6.0 Developing effective working relationships

6.1 to create, develop and maintain effective internal working relationships

6.2 to ensure client care and customer focus by creating, developing and maintaining effective working relationships with service users/external agencies and relevant stakeholders

6.3 to facilitate and contribute to relevant meetings and group discussions

7.0 Other

7.1 to act in accordance with the agreed values of the organisation

7.2 to ensure policies and procedures of the organisation, with respect to equal opportunities and health and safety, are observed

JOB DESCRIPTION

continued

Key Duties:

7.3 to undertake any other duties, consistent with the post which may from time to time be required by line manager, Advice Services Manager or Head of Services

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

PERSON SPECIFICATION

Job title	Housing Advice Development Partner (Prisons) Pool
Grade	NICS E01 £33,542-£34,321 per annum (pro rata if part time)
Responsible to	Prisons Advice Service Lead
Job type	Full and part time, temporary, fixed and permanent posts for vacancies arising in the next 12 months

Education and training

Essential

- * minimum of 5 GCSEs at Grades A-C (or equivalent), to include English Language and Mathematics
- * evidence of relevant qualification in relevant discipline, (for example, housing, law or advice)

Desirable

- * evidence of having completed other accredited qualifications (for example, housing, debt, social security benefits)

Relevant experience and knowledge

Essential

- * at least 12 months full-time (or equivalent part-time) experience gained in providing telephone, written and face-to-face housing or debt advice to the public in a social welfare context
- * at least 12 months full-time (or equivalent part-time) experience providing advocacy and representation, in the context of handling a challenging caseload, (for example, beyond advice only, signposting, referrals)
- * demonstrated ability to see cases through to completion in accordance with organisational objectives
- * demonstrated experience of achieving positive outcomes via legal, social security benefits or housing casework

Desirable

- * at least 24 months full time (or equivalent part time) experience gained in providing telephone, written and face-to-face housing or debt advice to the public in a social welfare context
- * awareness of main issues impacting the housing need of people in Northern Ireland
- experience in preparation and direct delivery of training or tutoring
- * at least 6 months experience of providing personal representation to clients, for example, Chancery Division of the High Court, social security appeal tribunal

PERSON SPECIFICATION

Skills and attributes

Essential

- * skills in the use of Microsoft Office applications (for example, Teams, Outlook, Word)
- demonstrated ability to communicate effectively both verbally and in writing
- ability to work with people who are in distress and upset and manage the complex needs of clients
- ability to effectively manage internal and external relationships
- good people and teamwork skills
- demonstrated ability to plan and organise own workload and meet deadlines

Desirable

- * skills in the use of computerised case management systems (for example, Advice Pro)

Values

- a commitment to the values of Housing Rights

Other

- must successfully obtain Northern Ireland Prison Service security clearance

*** Denotes criteria to be used in short-listing process.**

Knowledge, skills and attributes will be tested at the interview

TIMELINES

Advertise	2 February 2026
Closing date	16 February 2026 at midday
Interview	25 February 2026

INTERVIEW PANEL

Brenda Parker (Chair)	Housing Rights
Amy Lyness	Housing Rights
Christine Nugent	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.