

Housing Rights



Recruitment Pack

Housing Advocate (Beyond the Gate)

Closing date: Friday 23 January 2026 at midday

when everyone has a *home*

CONTENTS

Page 1	Welcome from our CEO
Page 2	Who we are and what we do
Page 3	Our values, benefits, and culture
Page 4	Working at Housing Rights
Page 5	About the role and organisational chart
Page 6-8	Job description
Page 9-10	Person specification
Page 11	Timelines/Interview panel

WELCOME from our CEO

Thank you for your interest in the role of Housing Advocate (Beyond the Gate) at Housing Rights.

This recruitment pack provides details of the work we do, the role of Housing Advocate (Beyond the Gate) 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

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



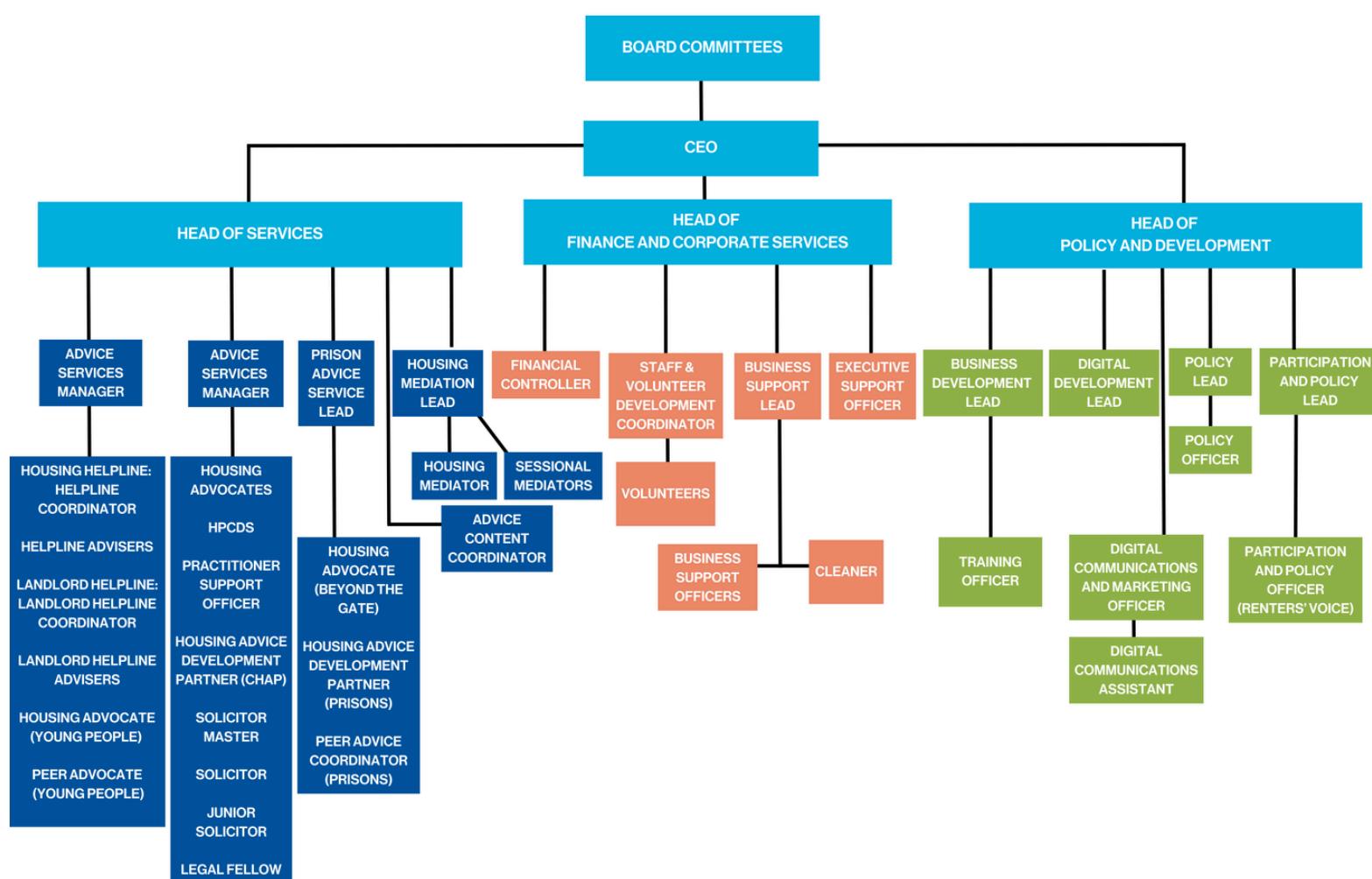
Bronagh Flynn - Business Development Lead

“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

This role involves delivering specialist housing advice, advocacy and representation to people leaving prison, helping them overcome barriers to accessing and sustaining accommodation and linking them to appropriate support services. Working closely with prisons, statutory and voluntary agencies, you will support coordinated referrals, maintain accurate case records, and contribute to monitoring, reporting, service planning and evaluation. Under the guidance of the Prisons Advice Service Lead, you will respond effectively to the complex, time-sensitive and changing demands of the service, act as a key contact within prison settings, support partnership working, and help identify systemic barriers to improve policy and practice.

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

- (i) To implement agreed referral procedures with relevant key agencies involved in resettlement and rehabilitation for the most vulnerable people in prison prior to release.**
- ii) To provide a specialist housing advice, advocacy and representation service to help address barriers for vulnerable people leaving the Northern Ireland prison system and engage with support services.**
- (iii) To ensure clients identified for the 'Beyond the Gate' service are linked and connected to all relevant identified advice and accommodation services at the earliest opportunity.**
- (iv) To help to promote positive change in policy, practice and provision by identifying barriers which exist for clients in accessing and retaining accommodation and support services post prison release.**

Key Duties:

- 1.0 Establishing connections with relevant support and service providers**
 - 1.1** to identify all key accommodation providers and support service providers
 - 1.2** to familiarise self with staff and volunteers within these providers and also within the various resettlement disciplines within each prison establishment
 - 1.3** to work with the organisations' Housing Advice Development Partners (Prisons) and other relevant agencies within Northern Ireland Prison Service to agree the referral criteria for accessing the 'Beyond the Gate' service
 - 1.4** to follow referral procedures, provide all required information, and communicate the expected outcomes and timescales, ensuring the remit and responsibilities are clarified with both the referral agency and the client before or immediately upon release
- 2.0 Delivery of advice and advocacy to secure links and engagement of vulnerable clients with appropriate support providers**
 - 2.1** to help to address barriers to accessing accommodation and support services for vulnerable people leaving the Northern Ireland prison system via the provision of housing advice, advocacy and representation services
 - 2.2** to be responsible for the management of own case files including the accurate and timely inputting of relevant details onto the organisation's case recording system

JOB DESCRIPTION

continued

Key Duties:

- 2.3** to implement the 'Beyond the Gate' release plan and work intensively with and for the client over the immediate number of weeks post release to bridge, bond and link them to appropriate support services to maximise the opportunity for engagement and preventing homelessness
- 2.4** to develop and implement appropriate recording systems to meet funder, referral agency and organisational need
- 2.5** to act as the key contact and liaison within the prisons for issues arising which may affect the effective implementation and operation of the 'Beyond the Gate' service

3.0 Liaison and collaborative working

- 3.1** to work closely with the Prisons Advice Service Lead, following their guidance and support
- 3.2** to respond promptly and effectively to the complex, time-sensitive, and changing demands of the role
- 3.3** to promote effective working relationships with other voluntary and statutory agencies and with other colleagues and departments within Housing Rights
- 3.4** to work closely with staff within the Northern Ireland Housing Executive, the Northern Ireland Prison Service, Probation Board Northern Ireland and other prison-based staff as well as support agency staff and to encourage collaboration, coordination and facilitate joint and partnership working where appropriate

4.0 Development and policy work

- 4.1** to collect information gained through the work of the service in order to identify barriers and improve policies and practices, which will increase housing opportunities and help prevent homelessness for people exiting prison
- 4.2** to notify the Prisons Advice Service Lead, legal and policy colleagues of cases raising important points of law or policy
- 4.3** to promote good practice with statutory and voluntary agencies in the range of and access to accommodation and support services for people on release from prison
- 4.4** to participate in media interviews and respond to requests for information from the media as required by line manager
- 4.5** to represent Housing Rights where necessary

JOB DESCRIPTION

continued

Key Duties:

5.0 Planning and administration

- 5.1 to ensure that the administration of the service runs smoothly
- 5.2 to ensure that all data required for monitoring and evaluation of project is collated and forwarded timeously to the line manager
- 5.3 to contribute to the preparation of the annual work programmes for the service and to implement work programmes in relation to the delivery of housing advice within prisons
- 5.4 to write reports and respond promptly to reasonable requests for information and other material as required.

6.0 Developing self and others

- 6.1 to plan, allocate and organise own workload
- 6.2 to monitor and evaluate own work
- 6.3 to develop self to enhance performance
- 6.4 to contribute to training and development activities for colleagues

7.0 Developing effective working relationships

- 7.1 to create, develop and maintain effective internal working relationships
- 7.2 to create, develop and maintain effective working relationships with service users, external agencies and relevant stakeholders
- 7.3 to lead, facilitate and contribute to meetings and group discussions

8.0 Other

- 8.1 to act in accordance with the agreed values of the organisation
- 8.2 to ensure the policy and procedure of the organisation, with respect to Equal Opportunities and Health and Safety, are observed
- 8.3 to undertake any other duties, consistent with the post which may from time to time be required by the Head of Services or CEO

PERSON SPECIFICATION

Job title	Housing Advocate (Beyond the Gate)
Grade	NICS EOI £33,542-£34,231
Responsible to	Prisons Advice Service Lead
Hours	Full time, fixed term until 31 March 2027 (with possibility of extension, subject to funding)

Education and training

Essential

- * a minimum of 5 GCSEs, Grades A-C (or equivalent), including English and Mathematics

Desirable

- * evidence of relevant qualification in relevant discipline e.g. housing, law, advice

Relevant experience and knowledge

Essential

- *experience of managing cases and challenging decisions of statutory agencies or public bodies
- *ability to broker support with other key agencies and bodies
- *knowledge or experience of the challenges faced by people who have experienced addiction, offending, the Northern Ireland care system and homelessness
- * skills in the use of I.T. Systems e.g. Microsoft Office applications

Desirable

- * at least one year's full-time (or equivalent part-time) experience of providing housing advice to the public in a social welfare context
- *training in relevant areas relating to client group such as POCVA, suicide awareness, substance misuse, lone working

PERSON SPECIFICATION

Ability

Essential

- *ability to find innovative ways to work with clients to identify and find informed solutions to the challenges
- *evidence of partnership or collaborative working to achieve shared goals
- *ability to influence, persuade and change what is often viewed as the norm
- *a full valid driving licence or ability to meet the mobility requirements of the post as a great deal of travel will be required regularly across Northern Ireland and often at various locations on a single day

Attributes

Essential

- positive solution-focused attitude
- empathetic
- passion for the field of work
- excellent communication and interpersonal skills
- strong adherence to equality and diversity values and legislation

Other

- may be required to work outside normal office hours, demonstrating flexibility to meet the demands of the role
- 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	9 January 2026
Closing date	23 January 2026 at midday
Interview	4 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.