

# Housing Rights



## Recruitment Pack

**Housing Advocate (young people)**

**Closing date: Monday 11 August 2025 at midday**

when everyone has a **home**



# CONTENTS

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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 6-7	.....	Job description
Page 8 - 9	.....	Person specification
Page 10	.....	Timelines/interview panel

# WELCOME

## from our CEO

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

This recruitment pack provides details of the work we do, the role of Housing Advocate (young people) 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 2023-2024 we supported people in Northern Ireland with housing and homelessness problems.



## **Prevented homelessness**

We helped prevent homelessness for a total of 1,307 households



## **Improved skills and knowledge**

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



## **Provided advice**

We provided advice, advocacy, and representation services to 12,006 households, on 50,224 issues



## **Improved housing circumstances**

8 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

*"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:*

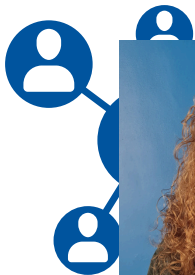


*5% increase in staff satisfaction in the last 5 years!*



*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. ”



***Ruairi McMenamin - Helpline Coordinator***

“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making making life in Northern Ireland better for everyone. ”



***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. ”

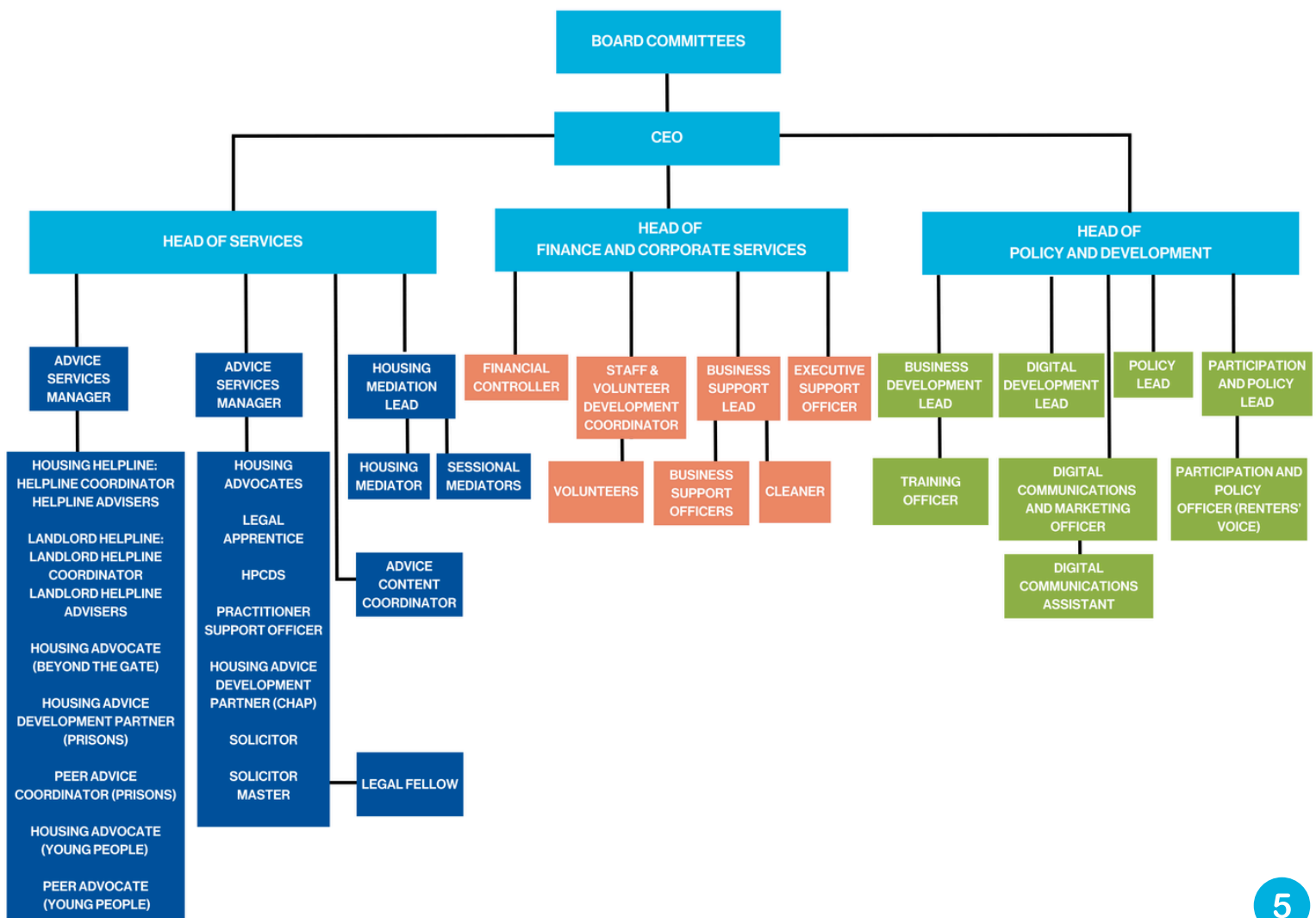
# ABOUT THE ROLE

The Young People's Advocate provides independent, specialist advice, advocacy, and representation on housing and homelessness issues affecting young people in Northern Ireland.

The key purpose of this role is to:

- provide a specialist housing advice, advocacy and representation service to young people and to organisations working to support young people
- identify areas where housing legislation, policy, or practice negatively impact young people and advocate for change through strategic casework
- support key agencies and stakeholders by contributing to specialist training and information

## ORGANISATIONAL CHART



# JOB DESCRIPTION

## Purpose:

To assist Housing Rights to achieve its vision by alleviating and preventing homelessness through the provision of advice, advocacy and representation on housing and homelessness issues affecting young people.

## Reports to:

Advice Services Manager

## Key Duties:

### 1.0 Service of delivery

- 1.1 to provide a specialist housing advice, advocacy and representation service to young people
- 1.2 to hold an active caseload and maintain case records as required on individual cases and ensure all enquiries are entered into the casework database
- 1.3 to identify and refer appropriate cases to Housing Rights mediation or legal teams
- 1.4 to identify areas where housing legislation, policy or practice negatively impact young people, and advocate for change through Housing Right strategic casework procedure
- 1.5 to identify other appropriate links and support services for young people, and with consent, refer young people to these services if they have additional needs which are best met by another service
- 1.6 to work with Housing Rights Participation and Information teams in identifying the need for tailored resources (for example, self-help guides and templates) that support young people in sustaining tenancies and dealing with homelessness
- 1.7 to support relevant key agencies and stakeholders by contributing to specialist training and information resources
- 1.8 to ensure all work meets both internal and external quality and performance related requirements

### 2.0 Effective liaison and development of collaborative working

- 2.1 to create, develop and maintain effective internal working relationships
- 2.2 to create, develop and maintain effective working relationships with young people who use our services, and relevant stakeholders
- 2.3 to create, develop and promote effective working relationships with relevant, external voluntary and statutory agencies and with other specialist advisers
- 2.4 to agree appropriate referral pathways with key agencies and other relevant stakeholders engaged in the provision of services to young people



# JOB DESCRIPTION

continued

- 2.5** to take part in meetings and discussions to ensure young people's voices and experiences help guide case and service progression
- 2.6** to participate in media interviews and respond to media enquiries, as directed by your line manager representing Housing Rights and act as an ambassador for the organisation as required

## **3.0 Planning and administration**

- 3.1** to ensure that the administration of the service runs smoothly
- 3.2** to ensure that all data required for monitoring and evaluation of the service is collated and forwarded within appropriate timeframes to the line manager
- 3.3** to contribute to the preparation of the work programme for the service and to implement same
- 3.4** to contribute to reports and respond promptly to reasonable requests for information and other material as required

## **4.0 Developing self and others**

- 4.1** to plan, allocate and organise own workload
- 4.2** to monitor and evaluate own work
- 4.3** to develop self to enhance performance
- 4.4** to assist line manager to support and mentor the Young People's Peer Advocate to enable their development and facilitate their effective contribution to service development
- 4.5** to contribute to training and development activities for colleagues

## **5.0 Other**

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

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

# PERSON SPECIFICATION

<b>Job title</b>	<b>Housing Advocate (Young People)</b>
<b>Grade</b>	<b>NICS EOI £33,542-£34,231 (August 2025 pay scale)</b>
<b>Responsible to</b>	<b>Advice Services Manager</b>

## Education / Training

### **Essential**

- \* a minimum of 5 GCSE's, or equivalent, Grades A-C, including English language and Mathematics

### **Desirable**

- \* evidence of relevant qualification in a related discipline, for example housing, law, social policy

## Relevant experience / training

### **Essential**

- \* at least six months' full-time (or equivalent part-time) experience obtained, of providing advice to the public in a social welfare or legal context
- \* at least six months' full-time (or equivalent part-time) experience obtained, of managing a complex advice case load
- \* demonstrated experience of effective collaborative working to achieve positive outcomes
- \* skills in the use of Microsoft Office applications (for example, Teams, Outlook and Word)

### **Desirable**

- \* at least one years' full-time (or equivalent part-time) experience obtained, of providing advice to the public in a social welfare or legal context
- \* at least one years' experience obtained of managing a complex case load and challenging decisions of statutory agencies/public bodies
- demonstrated knowledge of the housing issues/challenges faced by young people in NI
- \*demonstrated experience of working with young people in a social welfare or legal context

# PERSON SPECIFICATION

## Skills/ Attributes

### **Essential**

- \* proven ability to communicate clearly and effectively both in writing and verbally across a range of audiences
- commitment to the Mission and Aims of Housing Rights, with a strong focus on our values

### **Desirable**

- enthusiasm and passion for making a difference to the lives of young people in NI

## Other

### **Essential**

- \* a full valid driving licence or ability to meet the mobility requirements of the post

***\* denotes criteria to be used in short-listing process***

# TIMELINES

Advertise	.....	31 July 2025
Closing date	.....	11 August 2025 at midday
Interview	.....	22 August 2025

# INTERVIEW PANEL

Amy Lyness (Chair)	.....	Housing Rights
Kim Murphy	.....	Housing Rights
Aisling Cunningham	.....	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](mailto:recruitment@housingrights.org.uk)



Emma Kinghan, Admin 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.