

JOB DESCRIPTION

JOB TITLE: HOUSING ADVISER (YOUNG PEOPLE)

GRADE: EO1 £28,706 - £29,307

HOURS OF WORK: 37 hours per week

RESPONSIBLE TO: Advice Services Manager

PURPOSE:

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

DUTIES:

1.0 SERVICE 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 (*currently Advice Pro*).
- 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 needs which are best met by another service.
- 1.6 To explore and review areas to develop resources to support young people to sustain their tenancies (e.g. written information and templates) and produce same.
- 1.7 To provide support to relevant key agencies and/or stakeholders through the provision of specialist training and information.
- 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 service users, 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.
- 2.5 To facilitate and contribute to meetings and group discussions involving service users to enable the voice and experience of Young People to effectively guide service development.
- 2.6 To participate in media interviews and respond to requests for information from the media by line manager and to represent Housing Rights and act as an ambassador for the organisation as required.
- 2.7 To assist in reviewing other models of service and resources available to young people and make recommendations to management for the future provision of the service.

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 timeously 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 write 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 Peer Advocates to enable their development as skilled housing practitioners 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 namely; Co-operation, Equality, Independence, Quality and Respect

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 and Support and the CEO.

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

September 2021