



ADVISOR – HOUSING SUPPORT

HOURS: Full-Time (37.5 hours) per week, occasional weekend/evening work may be required. Jobshare will be considered

LOCATION: Based at Tiverton, working throughout Mid Devon

SALARY: circa £23,500 FTE, initial 12 month contract

General description of post

You will work as part of the CHAT team who offer support and advice for housing, tenancy and debt and money issues. This role will initially focus on the refugee population in Mid Devon as an extension to the support being currently offered to refugees who are living under the homes for Ukraine scheme. You will be offering impartial and confidential support and advice to these clients to prevent homelessness and help them to integrate in the life in the UK. This role will involve close liaison with MDDC officers, hosts and landlords.

Main responsibilities of the role include

- To manage and prioritise a caseload of clients and other necessary tasks making most effective use of time available. This will be in consultation with your line manager.
- Liaising with current hosts, and potential hosts to match where appropriate, considering the clients needs and the accommodation available.
- To risk assess, plan and review support for each household and support the clients with rematching or setting a tenancy to households as required. This may be at our office or at a clients house and will include welcome visits along with ongoing visits to continue to offer support.
- To provide a range of support appropriate to each client and work with the client and host/landlord. This could range from accessing key services such as healthcare, budgeting and benefits advice, basic life skills, advocacy, mediation, practical and emotional support.
- To liaise with MDDC, other agencies, host/landlords and related organisations that are involved with the clients to plan and coordinate support effectively
- To ensure the full involvement of clients in decision making and choices they wish to make and to put in place support plans with goals and milestones for them that assist and support them in the process towards independence.
- To identify any potential problems at an early stage and be proactive about initiating problem solving strategies to support any existing host/landlord arrangements.
- To encourage the client to engage with other services where needed and liaise with those services where appropriate.
- Maintaining casework files and referral records in accordance with Advice Quality Standard requirements according to CHATs procedures
- To work alongside our dedicated volunteers, encouraging them and seeking opportunities to train and use them in CHATs work as appropriate
- To comply at all times with CHATs policies and procedures paying particular attention to health and safety, safeguarding and GDPR
- To contribute to the overall running of the office and charity as part of a team

Personal development

- To keep up to date with new and relevant legislation as required. This maybe through face to face training, webinars or reading.
- To attend regular line management meetings with your line manager and supervision sessions as and when appropriate

This role description is issued as a guideline, but it is not exhaustive. Due to the evolving nature and changing demands of our work, you may, on occasions, be required to undertake additional or other duties within the context of this role and person specification, and according to the needs of the charity.

PERSON SPECIFICATION

Skills & Abilities

- Ability to communicate appropriately, verbally & in writing, with other organisations and professionals
- Approachable with good interpersonal skills relating well to people of any background
- Reliable, efficient and able to manage own workload as part of a small team
- Ability to work in a discreet and sensitive manner with an understanding of professional boundaries and confidentiality
- Computer literacy skills – including knowledge of how to work with Microsoft word, outlook, diary & excel
- Previous experience working with vulnerable clients and a proven ability to engage with people from a variety of backgrounds is essential
- Experience of working with vulnerable clients (ideally in the voluntary sector) is essential
- Knowledge of GDPR and safeguarding practices is essential
- Knowledge and experience of working with local organisations is desirable
- Previous experience working with those of another culture is desirable
- Previous training in benefits, housing law and advice giving are all desirable.
- Driving licence & use of car for every working day is essential

Personal qualities and values

- Acceptance and understanding of the Christian ethos of the organisation is essential (but you do not have to be a person of Christian faith)
- Willingness to acquire new skills and attend training as necessary
- Flexible approach to achieving the wider goals and aims of the organisation

CHAT is committed to valuing diversity and promoting equality and aim to create an environment where everyone feels valued. Our policy is to ensure that no applicant (employee or volunteer role) receives less favourable treatment than another on grounds of age, disability, ethnic origin, marital or parental status, political belief, religion, gender or sexual orientation.

RECRUITMENT PROCESS

Application by CV and covering letter emailed to Alison Padfield alison.padfield@chatmid.co.uk

Applications are accepted on a rolling basis and shortlisting will take place weekly. Assessment and interview will be by arrangement and typically within 7-14 days of application.