

## JOB DESCRIPTION

<u>Job Title:</u>	Housing Advice Caseworker
<u>Location:</u>	CHAS (Bristol) Housing Advice Service, The Assisi Centre, Lawfords Gate, Bristol BS5 0RE
<u>Accountable to:</u>	Advice Service Manager
<u>Purpose of Job:</u>	To provide advice, advocacy and representation to clients with housing and homelessness issues.
<u>Salary:</u>	c. £24,000- £27,000 (pro rata) dependent on experience
<u>Hours</u>	21 hours per week.
<u>Leave</u>	25 days leave per annum + bank holidays (pro rata)
<u>Pension</u>	Workplace pension

### RESPONSIBILITIES

1. Provide a Housing Advice Service (telephone, email, appointments & home visits where necessary) on housing & homelessness matters, to individuals and agencies.
2. Triage telephone and email enquiries, assessing the nature of query, urgency and most appropriate pathway.
3. Handle enquiries and carry a caseload of clients, providing information, advice, practical help, advocacy and appropriate onward referrals.
4. Attend case conferences, court hearings and tribunals as appropriate.
5. Work closely with partner agencies; referring clients for specialist advice and joint-working to progress cases.
6. Offer a client-centred, holistic approach to promote the best outcome for the client.
7. Maintain records of enquiries and casework, using case monitoring software and database.
8. Undertake training to maintain up-to-date knowledge of legal changes and practice, improve personal skills and knowledge required for the role.
9. Work alongside volunteers and trustees of the charity.
10. Engage with and contribute to the development of the advice service as the charity grows.
11. To work within CHAS (Bristol) policies and procedures, including equal opportunities, health and safety and confidentiality.

## PERSON SPECIFICATION

The post-holder is required to be self-motivated with strong communication skills, able to work as part of a team and prioritise their own workload.

While we aim to recruit someone with detailed knowledge of housing rights and law, if you meet the other essential criteria training would be available for the right candidate.

		Essential	Desirable
Education, Vocational Training & Qualifications	<ul style="list-style-type: none"> <li>GCSE (or equivalent) in English and Maths at grade C or above</li> <li>Education to degree level, or equivalent relevant qualification, or substantial training and experience in a relevant role</li> <li>Evidence of continuing professional development and training</li> </ul>	X  X  X	
Experience	<ul style="list-style-type: none"> <li>Recent experience of at least 2 years providing advice, support and casework on housing or related issues</li> <li>Experience of providing advice at a specialist level (e.g. advocacy at court or tribunal)</li> <li>Recent experience of providing advice, support and casework in debt, financial capability and/or welfare benefits</li> <li>Experience of delivering presentations and/or training workshops to groups</li> <li>Experience of training and/or supporting volunteers</li> <li>Experience of working with vulnerable people</li> <li>Proven experience of working under pressure and achieving individual targets</li> </ul>	X      X  X	X  X  X  X
Knowledge & Understanding	<ul style="list-style-type: none"> <li>Up to date knowledge of housing legislation and recent case law</li> <li>Knowledge of complex legal issues related to housing and homelessness (e.g. community care, social services duties, family law, immigration status)</li> <li>Up to date knowledge of welfare benefits, welfare reform changes and any recent case law</li> </ul>	X   X	X  X

	<ul style="list-style-type: none"> <li>• Knowledge and understanding of homelessness and housing issues</li> <li>• Generalist knowledge of financial capability and debt issues.</li> <li>• Understanding of the advice and voluntary sector</li> <li>• Understanding of the needs of service users in a disadvantaged area</li> </ul>	X  X  X	X
Technical Skills & Abilities	<ul style="list-style-type: none"> <li>• Ability to assess, identify and prioritise client problems, utilise relevant reference materials, identify and present potential solutions and develop appropriate casework plans and strategies.</li> <li>• Proficient in computer skills e.g. Microsoft Word, Excel and Outlook</li> <li>• Experience of using electronic case management systems</li> <li>• Ability to maintain accurate case and statistical records, maintaining security and confidentiality at all times</li> <li>• Excellent level of attention to detail</li> </ul>	X  X  X  X	
Interpersonal skills, motivation and commitment	<ul style="list-style-type: none"> <li>• Excellent written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations</li> <li>• Able to work both as part of a team and on own initiative, prioritising and managing own workload and time to meet targets and deadlines</li> <li>• Enthusiastic, flexible and confident approach to work</li> <li>• Commitment to the aims of CHAS (Bristol)</li> <li>• A commitment to work within CHAS's equal opportunity policy</li> </ul>	X  X  X  X	
Other	<ul style="list-style-type: none"> <li>• Ability to work occasional evenings, such as management committee meetings, when required (with notice)</li> </ul>		X