

JOB DESCRIPTION

Job title:	Trainee Housing Adviser
Location:	Housing Matters (Bristol), Easton, BS5
Accountable to:	Advice Service Lead
Hours and leave:	1 FTE / 35 hours per week 25 days + Bank Holidays Flexible and remote working available.
Benefits:	Employer pension, Cycle to Work scheme, Employee Assistance Programme, Maternity/Paternity Leave, yearly backdated inflationary pay increase
Salary:	£23,620
Contract:	Fixed term for 12 months

Who we are

Housing Matters, formerly known as CHAS (Bristol), is a specialist housing advice, support and advocacy charity based in East Bristol.

Our vision

Our vision is a society where everyone has a place they're happy to call home.

Our mission

We are experts in housing advice, support and advocacy, here to help the people of Bristol and beyond navigate the path to a safe and secure home. We aim to find unique, long-term solutions for our clients, whatever their needs.

Our values

People First – Informed – Dedicated – Inclusive – Resourceful

Role Summary

Our Trainee Housing Advisers are expected to use their time as a trainee to gain all the knowledge and expertise needed to become an expert Housing Adviser. This is a one-year training programme, you will join our expert housing advice team and receive thorough training in both housing law and legislation, as well as more general training on how to be a well-rounded and skilled adviser. Alongside your training you will pick up casework and direct client work under the supervision and mentorship of our Advice Service Lead.

We're keen to have a staff team which is representative of the community we serve and also welcome applications from people with life experience of housing and homelessness issues to help us to shape and develop our service.

Responsibilities

- Develop knowledge of housing and homelessness legislation and regulation by completing training in relevant subjects and keeping up to date with regulation, legislation and case law changes/developments.
- With the support of the supervisor, triage telephone and email enquiries, assessing the nature of the query, urgency and most appropriate pathway, referring as necessary.
- With the support of the supervisor, respond to enquiries and carry a caseload of clients, providing information, advice, practical help, advocacy and appropriate onward referrals.
- Work closely with partner agencies; referring clients for specialist advice and joint working to progress cases.
- Offer a client-centred, holistic approach to promote the best outcome for the client.
- Maintain accurate and up-to-date records of enquiries and casework, using case monitoring software and database.
- Work alongside staff, volunteers, interns and trustees of the charity.
- Engage with and contribute to the development of the advice service as the charity grows.
- Support community outreach to engage a wider audience within the community.
- Work within Housing Matters policies and procedures, including equal opportunities, health and safety and confidentiality.

Personal Specification

Essential

- Basic knowledge and understanding of homelessness and housing issues.
- Basic understanding of the advice and voluntary sector
- Experience of working under pressure and achieving individual targets
- Excellent written and verbal communication skills, with the ability to liaise effectively and positively with a wide range of individuals and organisations.
- Proficient in computer skills e.g. word processing and email (experience with spreadsheets and databases is a bonus)
- Excellent attention to detail and ability to maintain accurate records.
- Ability to work both as part of a team and on own initiative.
- Ability to prioritise and manage own workload and time to meet targets and deadlines.
- Enthusiastic, flexible and confident approach to work
- Commitment to the mission, vision and values of Housing Matters

Desirable

- Education to degree level, or equivalent relevant qualification, or training and experience in a relevant role
- Experience of working with vulnerable people
- Experience of delivering presentations and/or training
- Experience of training and/or supporting volunteers
- Knowledge of complex legal issues related to housing and homelessness, welfare benefits or financial capability and debt issues.
- Experience of using electronic case management systems
- Experience of consistently maintaining data protection and confidentiality

To apply for this role, please submit your CV and a covering letter to recruitment@housingmatters.org.uk by 12 midday on Monday 1st July 2024.