**Job Description**

|  |  |
| --- | --- |
| **Job Title** | Assistant Housing Advisor |
| **Base** | Kirkcaldy |
| **Responsible To** | Lead (Homelessness Prevention) |
| **Terms and Conditions** | Hours: 36  Salary: £24,598  Contract Type: Fixed Term Temporary - subject to continued funding  Probationary Period: 25% of Contract Term |
| **Post Purpose** | The Assistant Housing Advisor is responsible to the Lead for Homeless Prevention for delivering Housing Advice as set out in our Service Level Agreement. As this is a development role, the post holder is expected to develop their knowledge and skills in housing advice to the required standards set out in the Scottish National Standards for Information and Advice Providers (SNSIAP) and FLF policies. A key competency of this work is applying strength-based approaches which support informed decision making and uphold individual rights and responsibilities. |
| **Team Purpose** | The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife through preventative action and by assisting people to choose the life they aspire to. Our team endeavours to promote self-valuing and wellbeing for all. |
| **Duties/ Responsibilities** | **Learning and Development**   * Take ownership and progress one’s own professional learning and development. * Develop effective listening and communication skills to achieve client outcomes. * Complete a programme of learning within agreed standards and timescales.   **Housing Advice Service Delivery**   * Delivery of Housing Options and Information   + Support the work of the Brief Intervention Service to prevent homelessness.   + Assist in the delivery of Housing Advice community Drop-In clinics across Fife. * Case Management Support   + Work to achieve positive client experiences and seek continuous feedback.   + Negotiation with third parties on behalf of the client and refer them to other agencies to address their wider needs.   + Under directed supervision, manage a caseload to achieve the best possible outcome for clients. * Case Records and Service Reporting   + Maintain accurate records and performance data to evidence and report client outcomes to meet funder/compliance requirements.   **Team working**   * Work flexibly to assure a full service is maintained across the organisation. * Work to promote positive relations and share better practice. * Foster cross team and interagency working.   NB All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. |
|  | This job description must be read in conjunction with the general requirements of Frontline Fife’s Policies, Procedures and Performance Appraisal System, and the Standards set by appropriate Regulating Bodies. Frontline Fife is an equal opportunities employer. |



**Person Specification**

|  |  |  |  |
| --- | --- | --- | --- |
| **Attributes** | **Essential** | **Desirable** | **Assessment** |
| **Experience** | * Experience of working with marginalised group or communities experiencing inequalities. | * Evidence of working to targets and achieving outcomes. * Experience in an advice giving role. | Application, Interview, References |
| **Education, Qualifications & Training** | * SVQ Level 2 / SCQF Level 5 in a relevant field. |  | Application |
| **Skills, Abilities & Knowledge** | * Ability to learn independently and from peers as part of a team. * Ability to actively listen, negotiate with others, make informed decisions and build respectful relationships. * Experience of maintaining accurate, up-to-date case records and organising time effectively. * Confident use of office 365. * Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife. | * Knowledge of Welfare Reform. * Knowledge of housing, homelessness, and inequalities. * Knowledge of Data Protection Legislation. | Application, Interview, References |
| **Interpersonal & Communication Skills** | * Ability to manage one’s own and other’s emotions in a calm and thoughtful manner. * Proactive and able to problem solve and think creatively. * Commitment to achieving team results and taking personal accountability for work and understands the importance of meeting targets. | * Experience of managing conflict. * Ability in speaking in formal public settings. | Application, Interview, References |
| **Value Base** | * Commitment to the principles and practice of continuous improvement. * A belief and evidence of working to the values underpinning social inclusion, dignity, and respect. * Willingness to challenge the status quo in a positive manner. |  | Application, Interview, References |