

## Job Description

<b>Job Title</b>	Housing Advice Internship
<b>Location</b>	Kirkcaldy
<b>Responsible To</b>	Lead (Homelessness Prevention)
<b>Terms and Conditions</b>	Hours: 36 Salary: £21,500 Probationary Period: 25% of Contract Term Contract Type: Up to March 31 <sup>st</sup> (may be extended in line with future funding secured).
<b>Post Purpose</b>	This post is offered under Frontline Fife’s internship programme and is responsible to the Lead for Homeless Prevention. The Internee will develop their knowledge and skills to the required level of competency as set out by FLF and the Scottish National Standards for Information and Advice Professionals (SNSIAP) and will work towards assisting individuals to uphold their choices, rights and responsibilities.
<b>Team Purpose</b>	The overall aim of Frontline Fife Homelessness Services is to end homelessness across Fife by taking preventative action and through assisting people to choose the life they aspire to. Our team endeavours to promote self-valuing and wellbeing for all.
<b>Duties/ Responsibilities</b>	<p><b>Learning and development</b></p> <ul style="list-style-type: none"> <li>• Fulfil a set learning and development programme and maintain a portfolio of evidence of achievement against required standards and competencies.</li> <li>• Develop skills and experience independently and as part of a wider team.</li> <li>• Take ownership of and actively drive forward one’s own continuous professional development.</li> <li>• Develop effective communication (and other) skills which promote effective strength-based practices.</li> </ul> <p><b>Housing Advice Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Work with colleagues to ensure all incoming enquiries are assessed timeously and effectively.</li> <li>• Assist with diagnostic interviews to identify all relevant issues and agree individual cases to be pursued, based upon sound evidence and criteria.</li> <li>• Give practical advice and information on options available.</li> <li>• Negotiation with third parties on behalf of the client and refer them to other agencies to address their wider needs.</li> <li>• Maintain accurate records and performance data to evidence client outcomes and evidence funder/compliance requirements.</li> <li>• Work to achieve positive client experiences and seek continuous feedback.</li> <li>• Under close supervision, carry an average caseload of 10 – 15 clients under safe working practices and in relation to progress and agreed work commitments.</li> </ul> <p><b>Team working</b></p> <ul style="list-style-type: none"> <li>• Work flexibly to assure a full service is maintained across the organisation.</li> <li>• Work to promote positive relations and share better practice.</li> <li>• Foster cross team and interagency working.</li> </ul> <p>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.</p>
	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
<b>Experience</b>	<ul style="list-style-type: none"> <li>Experience of working with people and/or groups experiencing poverty, hardship, homeless or housing issues.</li> <li>Experience of maintaining accurate, up-to-date case records and organising time effectively.</li> </ul>	<ul style="list-style-type: none"> <li>Evidence of working to targets and achieving outcomes.</li> <li>Experience in an advice giving role.</li> <li>Working with external agencies and collaboratively across teams.</li> </ul>	Application, Interview, References
<b>Education, Qualifications &amp; Training</b>	<ul style="list-style-type: none"> <li>As a minimum, educated to HND/SVQ 8 in a relevant discipline.</li> </ul>	<ul style="list-style-type: none"> <li>HND in a related subject.</li> </ul>	Application
<b>Skills, Abilities &amp; Knowledge</b>	<ul style="list-style-type: none"> <li>Ability to learn independently and from peers as part of a team.</li> <li>Ability to actively listen, negotiate with others, make informed decisions and build respectful relationships.</li> <li>Ability and willingness to proactively contribute and participate in supervision, training, and personal development planning.</li> <li>Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife.</li> <li>Confident use of office 365.</li> </ul>	<ul style="list-style-type: none"> <li>Knowledge of Welfare Reform.</li> <li>Knowledge of housing, homelessness, and inequalities.</li> <li>Knowledge of Data Protection Legislation.</li> </ul>	Application, Interview, References
<b>Interpersonal &amp; Communication Skills</b>	<ul style="list-style-type: none"> <li>Ability to manage one's own and other's emotions in a calm and thoughtful manner.</li> <li>Proactive and positive thinker, able to problem solve and create solutions.</li> <li>Strong team player with an ability to actively support and contribute to Frontline Fife and the Housing Advice Team's mission, values and objectives.</li> <li>Commitment to achieving results, taking personal accountability for work and understands the importance of meeting targets.</li> </ul>	<ul style="list-style-type: none"> <li>Experience of conflict management.</li> <li>Ability in speaking in formal public settings.</li> </ul>	Application, Interview, References
<b>Value Base</b>	<ul style="list-style-type: none"> <li>Commitment to the principles and practice of continuous improvement.</li> <li>A belief and evidence of working to the values underpinning social inclusion, dignity, and respect.</li> <li>Willingness to challenge the status quo in a positive manner.</li> </ul>		Application, Interview, References