

Job Description

Job Title	Housing Advisor
Location	TBC, working across Fife
Responsible To	Lead (Homelessness Prevention)
Terms and Conditions	Hours: 36 Salary: £23,711 - £26,013 Probationary Period: 25% Contract Term Contract Type: Fulltime Temporary Fixed
Post Purpose	The Housing Advisors are responsible to the Lead for Homeless Prevention for delivering Housing Advice as set out in our Service Level Agreement. The post holder will work to deliver impartial, confidential and professional housing advice under the Scottish National Standards for Information and Advice Providers (SNSIAP) and Frontline Fife's policy directives/procedures using a strength-based approach to assist individuals to uphold their choices, rights and responsibilities.
Team Purpose	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.
Duties/ Responsibilities	<p>Housing Advice Service Delivery:</p> <ul style="list-style-type: none"> Housing advice duties include; <ul style="list-style-type: none"> undertaking diagnostic interviews to identify all relevant issues and agree individual cases to be pursued, based upon sound evidence and criteria, assisting individual clients by giving practical advice and information on options for courses of action, negotiation with third parties on behalf of the client and refer them to other agencies to address their wider needs. Provide Lay Representation in court for rent arrears. Maintain accurate records and performance data to evidence client outcomes and evidence funder/compliance requirements. Work to achieve positive client experiences and seek continuous feedback. Keep up to date with and work to FLF's policies and procedures. <p>Team working:</p> <ul style="list-style-type: none"> 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. <p>Learning and development:</p> <ul style="list-style-type: none"> Take ownership and participate in training and continuous development and learning. Develop effective communication (and other) skills which promote effective strength based practices. <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
Experience	<ul style="list-style-type: none"> Client facing role with those experiencing hardship, homelessness or housing concerns. Meeting targets and achieving contractual requirements. Working collaboratively across agencies. Managing a busy caseload, maintaining accurate, up-to-date case records and organising time effectively. 	<ul style="list-style-type: none"> Advocacy work. Experience of advice work with a specific focus on housing issues and/or housing debt. 	Application, Interview, References
Education, Qualifications & Training	<ul style="list-style-type: none"> As a minimum educated to HND or equivalency in a housing related discipline. 	<ul style="list-style-type: none"> Educated to degree level. 	Application
Skills, Abilities & Knowledge	<ul style="list-style-type: none"> Knowledge of housing, homelessness and inequalities. Able to actively listen, negotiate with others, take decisions and build respectful relationships. Understanding of Welfare Reform. Knowledge and skills in strength based working principles. Able to work within professional boundaries and seek guidance/support when required. Strong organisational skills with the ability to multi task and work to strict deadlines. Demonstrates a willingness to proactively contribute and participate in supervision, training, and personal development planning. Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife. 	<ul style="list-style-type: none"> Ability to interpret and understand legislation and legal documents. The application of critical thinking for solutions/outcomes. 	Application, Interview, References
Interpersonal & Communication Skills	<ul style="list-style-type: none"> Able to manage own and other's emotions in a calm and thoughtful manner. Excellent written and verbal communication skills with the ability to adapt and appeal to various audiences. Able to explain formal information, procedures and instructions to give guidance, manage expectations and enable clients to make decisions. Confident in use of office 365. 	<ul style="list-style-type: none"> Awareness of leadership qualities. 	Application, Interview, References
Value Base	<ul style="list-style-type: none"> Commitment to the principles and practice of continuous improvement. 		Application, Interview, References

	<ul style="list-style-type: none">• 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.		
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