

## CANDIDATE INFORMATION PACK

Dear Applicant

**RE: HOUSING ADVICE SUPPORT WORKER (Ref: HAW/R6/01)**  
**(Derry/Londonderry with outreach to Limavady)**



Thank you for your enquiry in respect of the above position. Enclosed you will find the following information:

- Summary Information of the project
- Job Description, which includes:
  - Summary of Role
  - Person Specification
- Privacy notice

Please forward your completed CV and a supporting statement detailing how you meet the required criteria for this position to [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com). You should use the job specification as a guideline to complete the statement. Please also return a completed employee-monitoring questionnaire. It will be kept separate from your application for selection purposes.

**Closing date for applications is Friday, 6<sup>th</sup> December 2024 @ 12 noon**

**Please note:**

**All our recruitment for this position will be done through e-mail, please provide a suitable e-mail address for correspondence and attach your completed application information.**

If you do not have an e-mail address, please contact Karla on 02871266115

If you have a disability and in the event that you are shortlisted, you may notify us to enable us to make any reasonable adjustments for interview.

Shortlisting will be undertaken on the basis of the enclosed person specification, so please address all criteria listed in the person specification when completing your application.

This post will be subject to an Access NI check and compulsory registration with the Northern Ireland Social Care Council. (NISCC)

Thank you for your interest in the work of First Housing Aid & Support Services, we look forward to receiving your completed application.

Yours faithfully

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Karla O’Kane  
Personnel Manager  
Encs

## **Information about our Housing Advice Service**

The Service aims to provide advice, support and assistance to people who are homeless or at risk of homelessness due to housing related issue or are in need of general advice on housing issues.

We are looking to create a team to provide independent specialist housing advice and homelessness prevention casework service.

The team will support socially excluded and disadvantaged service users to access services, rights, and entitlements, through advice, assistance, and advocacy on all aspects of housing and related support needs and provide opportunities to access accommodation through referrals to social housing providers and private landlords.

We will advertise this service through our existing referral agencies, via social media, by placing posters in strategic places and via our website.

The objectives are:

- To provide advice and information on housing rights, options, housing related welfare benefits, legislation, and support services.
- To provide a crisis housing advice service for people who are homeless or threatened with homelessness.
- To make referrals to a range of specialist housing projects and schemes, and to the Northern Ireland Housing Executive, as necessary.
- To make referrals to private sector accommodation through our established private sector accommodation project and local estate agents
- To provide specialist casework and advocacy, including in-depth advice on housing matters.
- To assist with accessing a deposit, rent in advance and discretionary housing related grants and payments.
- To provide a range of information and advice booklets and leaflets on housing and related issues.
- To make referral and provide signposting to other relevant agencies.

## FIRST HOUSING AID & SUPPORT SERVICES



**FIRST HOUSING**  
*Aid & Support Services*

### JOB DESCRIPTION

<b>Title:</b>	Housing Advice Support Worker
<b>Reports To:</b>	Senior Floating Support Worker
<b>Purpose &amp; Objectives:</b>	<p>To implement a Housing Advice service to people who are or have been experiencing housing difficulties and related issues and provide support to same.</p> <p>To act in a professional, proactive capacity that will contribute to the strategic aims of the organisation in enhancing the wellbeing of its service users through a network of support.</p>
<b>Location:</b>	Based in Derry/Londonderry with outreach to Limavady
<b>Salary</b>	£23,520 per annum
<b>Hours of Work</b>	37.5 hours per week
<b>Probationary Period</b>	6 months
<b>Annual Leave</b>	5 working weeks, exclusive of bank and customary holidays
<b>Sickness Scheme</b>	3 working weeks contractual pay in any 12-month rolling period under current terms and conditions of employment.
<b>Pension</b>	Company pension available, details on request

### MAJOR TASKS AND RESPONSIBILITIES:

1. Participate in housing advice sessions at both the Derry/Londonderry Office and outreach venues as identified.
2. Provide advice, advocacy and undertake casework to a required standard.
3. Interview, advise and assist members of the public with a range of housing problems, accommodation options, debt management and housing related welfare rights entitlements.
4. Be prepared to visit service users in their own homes as required.

5. Use a range of non-face to face communications that best suits the needs of the service user, as well as face to face meetings in the community, where appropriate.
6. Where necessary, tailor individual holistic responses to the individual needs of service users on health awareness, harm reduction, emotional, psychological, social, and housing factors
7. To assist in the preparation of leaflets/literature which describe the work of the Housing Advice Service for prospective service users and profiling of service.
8. Maintain clear and accurate casefiles and records in accordance with the organisations' procedures.
9. To use databases and other electronic management systems focused on service provision improvements and quality outcomes.
10. Keep up to date with housing and welfare rights legislation and policy.
11. Negotiate and liaise with housing providers on behalf of service users.
12. Work closely with SmartMove, First Housing's Private Sector Accommodation project and local landlords to secure accommodation for service users.
13. Negotiate and liaise with other statutory and voluntary agencies on behalf of service users to progress their case.
14. Assist with developing outreach advice sessions in relevant areas.
15. Develop links with relevant voluntary and statutory organisations to improve services.
16. Ensure accurate recording of monitoring information.
17. Be sensitive to the needs of the service user group.
18. Be responsible for your own workload.
19. Any other duties appropriate to the post

## **RELATIONSHIP WITH FIRST HOUSING**

- To be an active team member, supporting colleagues, being prepared to receive support as necessary and contribute fully to team workload.
- Assist, where necessary, with the cover of existing work and of rota duties in the absence of other staff.
- To participate in staff meetings.
- To participate in staff development and review.
- To attend training as identified and required for the successful implementation of the post.
- To comply with the policies and procedures in place that meet with health and safety legislation.
- To respect our policy of promoting equality/valuing diversity.
- All staff members are required to adhere to the implementation of recording and monitoring procedures as set out within the relevant Quality Monitoring Tool.
- To ensure adherence to Northern Ireland Social Care Council standards of conduct and practice (where NISCC registration is required)

**PERSON SPECIFICATION**

**Housing Advice Support Worker, Derry/Londonderry (HAW.R6.01)**

Requirement	Essential or Desirable?	How Assessed?
<p><b>Qualifications / Experience / Training:</b></p> <ul style="list-style-type: none"> <li>• Minimum of three GCSEs at grade C or above (or equivalent) including English Language AND A relevant recognised qualification in health and social care (NVQ level III) or equivalent and one year relevant work experience providing support or advice to vulnerable people</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Minimum of four GCSEs at grade C or above (or equivalent) including English Language and two years relevant work experience in an advice role providing advice to vulnerable people</li> </ul> <p>OR</p> <ul style="list-style-type: none"> <li>• Minimum of four GCSEs at grade C or above (or equivalent) including English Language and two years relevant work experience providing support to vulnerable people</li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• A valid driving licence and access to a car. (if disability prohibits driving, the applicant must be able to organise suitable alternative arrangements)</li> </ul>	Essential	Via application form/appropriate certificates
<ul style="list-style-type: none"> <li>• Working with people that are homeless or those leading an unsettled lifestyle</li> </ul>	Desirable	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Assessment interviewing</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Managing a caseload</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>• Providing a frontline service to the public</li> </ul>	Essential	Via application form/interview/references

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>The post holder must be able to demonstrate a good attendance/performance work record</li> </ul>	Essential	Via application form/interview/references
<ul style="list-style-type: none"> <li>Ability to deliver concise recording systems and reports</li> </ul>	Essential	Via application form and interview
<ul style="list-style-type: none"> <li>Ability to work effectively and meet deadlines</li> </ul>	Essential	Via application form and interview
<p><b>Knowledge:</b></p> <ul style="list-style-type: none"> <li>Knowledge of housing and benefit legislation</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of Adults at Risk/ Child Protection Policy and Procedure</li> </ul>	Desirable	Via interview
<ul style="list-style-type: none"> <li>Knowledge of the work of the statutory, voluntary agencies associated with Homelessness</li> </ul>	Desirable	Via interview
<p><b>Skills &amp; Competencies:</b></p> <ul style="list-style-type: none"> <li>Excellent interpersonal and communication skills, particularly able to work with the public</li> </ul>	Essential	Via interview/application form/references
<ul style="list-style-type: none"> <li>Competent in the use of IT software such as wordprocessing, databases, internet and e-mail, MS Teams, Zoom, whatsapp</li> </ul>	Essential	Via interview/ application form/references
<ul style="list-style-type: none"> <li>Flexible, approachable and can work under pressure</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Able to work both independently and as part of a team.</li> </ul>	Essential	Via references/interview

Requirement	Essential or Desirable?	How Assessed?
<ul style="list-style-type: none"> <li>Willingness to take managerial direction.</li> </ul>	Essential	Via references/interview
<ul style="list-style-type: none"> <li>Excellent organisational skills and ability to prioritise workloads to deliver within agreed deadlines</li> </ul>	Essential	Via interview/references
<ul style="list-style-type: none"> <li>Ability to work with challenging behaviour</li> </ul>	Essential	Via interview/references
<p><b>Personal Attributes:</b></p> <ul style="list-style-type: none"> <li>Ability to retain confidence and discretion.</li> </ul>	Essential	Via references/interview
<p><b>Other:</b></p> <ul style="list-style-type: none"> <li>No health problems which would adversely affect ability to carry out all the duties of the post.</li> </ul>	Essential	Via application form and interview



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## **First Housing Aid & Support Services Privacy Notice**

In May 2018, the new general Data protection Regulation (GDPR) comes into effect, which gives you more rights around how your information is used. To make you feel confident about how we process your information, we've provided this Privacy Notice to make things clearer. See below for a summary of what it says.

### **How do we use your information?**

We use your information in ways you would expect:

- manage the recruitment process and assess your suitability for employment or engagement
- decide to whom to offer a job
- comply with statutory and/or regulatory requirements and obligations, e.g. checking your right to work in the UK
- comply with the duty to make reasonable adjustments for disabled job applicants and with other disability discrimination obligations
- ensure compliance with your statutory rights
- ensure effective HR, personnel management and business administration
- monitor equal opportunities
- enable us to establish, exercise or defend possible legal claims

Please note that we may process your personal information without your consent, in compliance with these rules, where this is required or permitted by law.

### **Who do we share your information with and where do we get information from?**

- information may be shared internally within the Company for the purposes of the recruitment exercise, including with members of the HR department, members of the recruitment team,

managers in the department which has the vacancy and IT staff if access to your personal information is necessary for the performance of their roles.

- external organisations for the purposes of conducting pre-employment reference and employment background checks
- Access NI, to obtain a criminal record check
- former employers, to obtain references
- professional advisors, such as lawyers

We may also need to share your personal information with a regulator or to otherwise comply with the law.

### **How do we protect your information?**

We have put in place measures to protect the security of your personal information. In addition, we limit access to your personal information to those employees, workers, agents, contractors and other third parties who have a business need to know in order to perform their job duties and responsibilities.

### **How can I find out more?**

Our full Privacy notice contains more detail about:

- How we use your information
- The reasons for using your information
- Our retention periods
- Your rights, including how to get a copy of your information, how you can have it corrected or erased, how you can object to our use; and
- How to contact the compliance manager

You'll find a full notice at [www.first-housing.com/recruitment](http://www.first-housing.com/recruitment), or you can call Karla, Personnel Manager at 07921056728; e-mail: [karlaokane@first-housing.com](mailto:karlaokane@first-housing.com)

### **Do I have to do anything?**

No, this is just information; you don't have to do anything