* **Job Title:** Private Rented Sector (PRS) Housing Adviser (Job share considered)
* **Location:** North Lanarkshire
* **Hours per week:** 35 hours per week
* **Type of contract:** Fixed-term contract until 31 March 2023
* **Salary:** £22,000-£24,500 FTE (experience dependant)
* **Closing Date:**19/03/2021
* **Interviews:** TBC

**Role purpose**

To provide a Housing Advice Service to those involved within the Private Rented Sector (PRS). This will include ongoing casework (including knowledge of welfare and debt) negotiation, assistance and representation at the 1st Tier tribunal. Working closely with North Lanarkshire Community Legal Services (NLCLS) and North Lanarkshire Housing Advice Network based within Coatbridge CAB.

**Employee benefits**

Airdrie Citizens Advice Bureau offers excellent terms and conditions and is an inclusive employer considering flexible working arrangements where appropriate. For more details of some of the other benefits on offer to our employees, please contact us for more information.

**How to apply**

For further details and information on how to apply, please contact [evelyn.anderson@airdriecab.casonline.org.uk](mailto:evelyn.anderson@airdriecab.casonline.org.uk).

**Equality & diversity monitoring**

To help Airdrie Citizens Advice Bureau monitor equality and diversity statistics please return the Equality & Diversity Monitoring Form separate from your other application documents by emailing it to: evelyn.anderson@airdriecab.casonline.org.uk

**Job Description**

**Key Responsibilities**

* To provide advice, assistance, negotiation and representation.
* Advise and assist with housing issues up to and including type III of the Scottish National Standards.
* Maintain detailed case records of all advice work undertaken.
* Work with and on behalf of clients to process conclusion.
* Ensure that all duties are carried out within the Aims and Principles of the Citizens Advice Bureau Service.
* Make appropriate referrals to ensure clients receive the best service.
* Produce a detailed work plan which fits in with the key objectives of the project.
* Carry a caseload covering the full range of PRS housing advice to tenants and landlords.
* Prepare and present cases to the appropriate statutory bodies and/or 1st tier tribunal.
* Liaise and assist with the training of staff and volunteer advisers in relation to PRS housing.
* Build on existing relationships with external agencies/other bureaux and form new working relationships.
* Negotiate where appropriate on behalf of a client/landlord for a positive outcome.
* Adopt a holistic approach, identifying other related problems. Develop a robust referral system both internally and externally.
* Ensure that all work conforms to the bureau's systems, procedures, Citizens Advice Quality standard and National Standards Level II/III.
* Maintain accurate case records for the purpose of continuity of casework, information retrieval, statistical monitoring and report preparation.
* Maintain a library of reference material and case law.
* Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service and the organisation.
* At all times be a Demonstrate commitment to the aims and policies of the CAB service.
* Abide by health and safety guidelines and share responsibility for own safety and that of colleagues.

**Social Policy**

* Assist with social policy work by providing information to drive change and highlight inequalities.
* Monitor service provision to ensure that it reaches the widest possible client group.
* Alert other staff to local and national issues**.**

**Professional Development**

* Keep up to date with legislation, case law, policies and procedures relating to PRS housing advice and undertake appropriate training internally and externally.
* Advocate the Citizens Advice Bureau at all times.
* Prepare for and attend supervision sessions/staff meetings/working group meetings as appropriate.
* Assist with project initiatives for the improvement of services.

# Person specification

**Knowledge, skills and experience**

**Essential**

* Experience of working with people with multiple and complex needs.
* Ability to work without supervision and prioritise workload.
* Experience of preparing, planning and delivering briefings, reports and tribunal papers.
* Experience of using a range of IT tools to carry out your work, including case management systems, Microsoft Office applications, online applications, internet and email etc.
* Excellent oral and written communication skills, including the ability to communicate complex information in a clear and accessible manner.
* Excellent organisational skills.
* A proven ability to work effectively with a wide variety of stakeholders.
* A commitment to the aims, principles and policies of Citizens Advice Bureau
* Ability to operate as a team player and communicate effectively with colleagues and managers.

**Desirable**

* A Specialist knowledge of PRS Housing Law with particular emphasis on the Private Rented Sector.
* Completion of Citizens Advice Bureaux Adviser Training Programme
* Basic knowledge of multiple enquiry areas to aid with identifying emergencies and making referrals where appropriate

**Additional requirements**

* Provision to temporarily work remotely from home
* Make Home visits to clients or work from any of NL bureaux or outreach locations
* Travel to visit other organisations and venues and attend meetings.
* Occasionally undertake work out of hours

**The Airdrie** **Citizens Advice Bureau is committed to equal opportunities both in service provision and employment.**

**Charity number: SC012238 Charity name: Airdrie Citizens Advice Bureau**