

JOB DESCRIPTION

Job Title: Specialist Housing Supervisor/Litigator

Responsible to: Operations Manager

Hours: Up to 37 hours week – flexible hours to suit the best candidates

Salary: £23,935 - £32,454

Date: July 2018

Our Vision

Our vision for our service is to help people to take control of their lives through accessible, professional, quality assured advice, information, advocacy, casework, legal representation and training.

Our Mission

Everyone who lives or works in Northumberland can access free, independent, confidential and impartial advice about their rights and responsibilities.

Our Aims

- Increase our range of services and our capacity to meet demand.
- Raise our profile in the community.
- Continue to be the best provider of advice and information in Northumberland.

Our Principles

We provide free, independent, confidential and impartial advice to everyone on their rights and responsibilities. We value diversity, promote equality and challenge discrimination.

Our Values

In all our work and future plans are a set of core values which demand an intelligent, responsible and generous approach to our work, these values encourage us to:

- Focus on customers
- Achieve results
- Continuously improve
- Stand Up for equality
- Value each other
- Develop partnerships to better serve our customers

Purpose of Role

To provide a Specialist Housing casework and representation service that meets the targets set out by funders and is carried out to the systems and quality requirements of Citizens Advice, the bureau and funders.

Duties and Responsibilities

DUTIES

- 1 Interview clients of the Housing Service to identify the elements of their housing, financial and other problems.
- 2 Prepare all relevant papers associated with their cases, liaise with creditors, courts, local authority departments etc., on their behalf.

- 3 Participate in the County Court rota scheme at the Gateshead.
- 4 Undertake domiciliary visits if required.
- 5 Make referrals within the Advice Centre and to external agencies as appropriate to the needs of the client's situation.
- 6 Prepare and present cases at County Court proceedings.
- 7 Establish and maintain appropriate and comprehensive case files and records in accordance with the requirements of the Advice Centre, Citizens Advice and the Legal Services Commission.
- 8 Prepare statistical and other reports as reasonably required by the Management and funders.
- 9 Provide out of hours appointments as required.

RESPONSIBILITIES

- 1 Manage and supervise own caseload from, either referral or initial client contact, to completion. Set priorities and work according to the systems and methods of the bureau.
- 2 Keep up to date with developments in housing law and related areas.
- 3 Participate in and prepare for monthly support and supervision, team meetings, Joint Progress Reviews. Identify and undertake all training required to develop knowledge and skills.
- 4 Attend all internal and external meetings as required.
- 5 Liaise with and support all colleagues as necessary.

SOCIAL POLICY

- Assist with social policy work by providing information through the appropriate channel.
- Alert assist the team leader to monitor service provision to ensure it reaches the widest possible client group.
- Alert the team leader and other relevant staff to local and national issues.
- Alert clients to social policy options.

PROFESSIONAL DEVELOPMENT

- Attend meetings, both internal and external as appropriate to the post as agreed by your team leader.
- Prepare for and attend your regular support and supervision sessions, team meetings and Joint Progress Reviews.
- Keep up to date with legislation and current issues and attend training as the need is identified.
- Liaise with and support all colleagues as necessary.

OTHER DUTIES AND RESPONSIBILITIES

- Abide by health and safety guidelines and share responsibility for own safety and that of clients and colleagues.
- Carry out any relevant administration and support duties to ensure the smooth running of the service.
- Demonstrate a commitment to the aims, principles and policies of the CAB service.
- Carry out any other tasks that might be within the scope of the post to ensure the effective delivery of the service.

PERSON SPECIFICATION	
Job Title : Specialist Housing Supervisor	
Essential	Desirable
1. Proven record of managing a substantial housing caseload and meeting performance targets.	1. Current driving licence.
2. Ability to supervise other team members and to provide the necessary support to ensure team members develop their skills and meet their performance targets.	2. An understanding of and commitment to the Aims and Principles of the National Association of Citizens Advice Bureau service and its opportunities policies.
3. An in-depth knowledge of Housing Law.	
4. Experience of representing clients at County Court.	
5. Experience of working within an LSC Contract and the ability to meet the LSC supervisor requirements	
6. Ability to organise and manage own casework.	
7. Ability to work under pressure and see clients at short notice, to deal with emergency situations;	
8. Good communication skills, both oral and in writing.	
9. Ability to deal with clients who may present with challenging or distressing personal circumstances.	
10. Ability to relate well to a wide range of people, including colleagues, members of the public and members of other organizations.	
11. Respect for views, values and cultures that are different to your own.	
12. An understanding of social trends and their implications for clients and service provision.	
13. The ability to give and receive	

feedback objectively and a willingness to challenge constructively.	
14. An understanding of the need for confidentiality and a non-judgmental approach to advice provision.	
15. Excellent time management and the ability to prioritise tasks and work to deadlines.	
16. Proven record of working to agreed procedures and an ordered approach to work.	
17. Good organisational and administrative skills.	
18. Good negotiation and advocacy skills.	
19. Ability to work as part of a team and experience of this.	
20. Good IT skills and experience of using Microsoft Office packages.	
21. The ability to use I.T in the provision of advice and the preparation of statistical reports and submissions.	
22. Proven commitment to personal development to include keeping up to date with legislation and trends through reading, training and take-up of opportunities.	