



JOB DESCRIPTION

1. Job Title: Housing Adviser (21 hours over 3 days)
2. Responsible to: Service Manager
3. Location: Preferably Home Based
4. Salary: £14,742.00 per annum + pension contribution

5. Job Purpose:

The post holder will be one of the main points of contact for Houseability clients in the designated area.

The post holder will offer advice, information and advocacy, both in the client's home, in hospital or at any other convenient location on a wide range of housing issues to people with disabilities, their families and carers.

The post holder will signpost clients to appropriate agencies for advice and support to maximise their income and guide them through the benefits system.

6. Key Tasks:

To facilitate a positive outcome for the client and their carers.

To create and maintain all client records i.e. client files and statistics as required pertaining to Houseability in accordance with the Houseability policies and procedures.

To maintain the highest standard in relation to client care and in communication with others

To contribute to the promotion of Houseability.

7. Activities by key task:

To facilitate a positive outcome for the client and their carers.

- To offer appropriate tailored advice to clients with disabilities, their families and carers regarding housing options, allocation policies and procedures in the social rented, private rented and ownership sectors, rent arrears, housing law, housing benefit, neighbour issues and any other housing related issue. To meet with clients with disabilities in

their homes, in hospital or at various agreed venues in order to provide a professional housing advice service.

- To signpost clients for assistance with benefit claims and income advice.
- To assist clients with disabilities in completing all relevant application forms.
- Devise an Action Plan in liaison with clients detailing tasks to be completed.
- Maintain contact with all clients until all tasks have been completed on the action plan.
- Send an update letter to clients when all tasks have been completed then close the client file.
- Adhere to Monitoring and Evaluation procedures to ascertain how the service has impacted the clients.
- To work out with the designated area to include the Kincardine & Mearns, Garioch & Marr areas of Aberdeenshire and Aberdeen and in other areas in Aberdeenshire on occasion and where necessary.

To create and maintain all client records i.e. client files and statistics as required, pertaining to Houseability in accordance with Houseability policies and procedures.

- To create and maintain all client records, files and IT systems to ensure the smooth running of the service, in accordance with the GDPR.
- To co-manage a diary of visits and appointments.
- To attend board or sub-group meetings when invited and provide regular reports for the Service Manager as required.

To maintain the highest standard in relation to client care and in communication with others.

- Ensure the highest standards of client care in responding to written or telephone queries.
- To be responsible for organising daily work demands to ensure that quality client focused services are delivered.
- To offer appropriate housing advice to the client and signpost clients to other agencies/departments for specific advice where necessary.
- To co-ordinate with all relevant agencies to ensure that client's circumstances are resolved effectively and promptly.
- To investigate, report and respond to enquiries from members of the public, MSP's, MP's Councillors and various other agencies either verbally or by written communication.

To contribute to the promotion of Houseability

- To participate in the ongoing development of the Houseability service.
- Share and disseminate information on Houseability as and when requested.
- To direct and work with volunteers assisting with the service.
- To comply with management standards and service aims.