



Nottingham & District

Housing Supervisor

Job pack

Thank you for your interest in working at **Citizens Advice Nottingham & District**. This job pack should tell you everything you need to know to apply for this role and what it means to work at Citizens Advice.

In this pack you will find:

- Our values
- 3 things you should know about Citizens Advice
- Information about the organisation
- The Job Description and Person Specification

Closing date for applications: **27 May 2019**

Interview date: **30 May 2019**

Anticipated start date: **As soon as possible**

Our values

We're inventive. We're not afraid of trying new things and learn by getting things wrong. We question every idea to make it better and we change when things aren't working.

We're generous. We work together, sharing knowledge and experience to solve problems. We tell it like it is and respect everyone.

We're responsible. We do what we say we'll do and keep our promises. We remember that we work for a charity and use our resources effectively.

3 things you should know about Citizens Advice

- 1. We're local and we're national.** We have 6 national offices and offer direct support to people in over 290 independent local Citizens Advice services across England and Wales.
- 2. We're here for everyone.** Our advice helps people solve problems and our advocacy helps fix problems in society. Whatever the problem, we won't turn people away.
- 3. We're listened to - and we make a difference.** Our trusted brand and the quality of our research mean we make a real impact on behalf of the people who rely on us.

Citizens Advice Nottingham & District

Citizens Advice Nottingham & District is a large local Citizens Advice (LCA) covering the area of Nottingham City, Gedling Borough and Rushcliffe Borough.

In the year 2017/18 we helped 10,700 people. We handled £16.6m of debt and raised £1.8m in income for our clients. We have 48 paid staff and 65 volunteers.

Every year thousands of people come to us for advice and help with solving their problems. We're here for everyone and help with problems like managing debt or household bills, understanding rights at work or housing issues.

We provide specialist services in debt, housing and people affected by Multiple Sclerosis.

We're an important part of this community, with **7** locations where people can come for help.

Through our daily interaction with clients we have a credible understanding of local needs. We use our data and insight to tailor our services, as well as help improve policies and practices locally.

We put our clients' needs at the heart of our decision-making.

How the Citizens Advice service works

The Citizens Advice service is made up of Citizens Advice - the national charity - and a network of around 300 LCA members.

The national charity includes:

- 800 national staff working in one of 6 offices (or as homeworkers), or as part of the Witness Service from over 240 courts across England and Wales
- 3,000 Witness Service volunteers

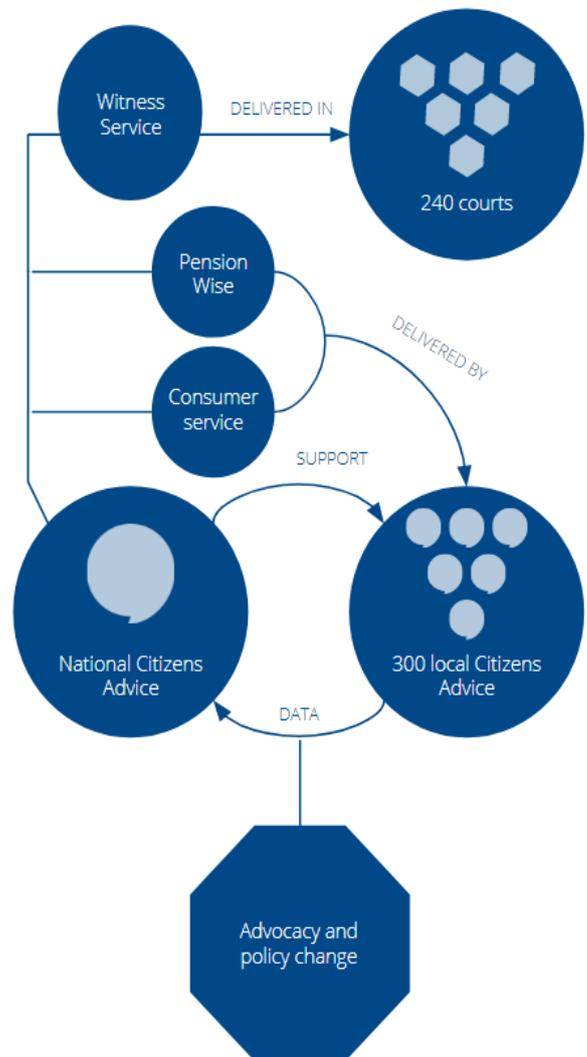
The local network members are all independent charities, delivering services from:

- over 600 local Citizens Advice outlets
- over 1,800 community centres, GPs' surgeries and prisons

They do this with:

- 6,500 local staff
- over 23,000 trained volunteers

Our reach means 99% of people in England and Wales can access a local Citizens Advice within a 30 minute drive of where they live.





Housing supervisor

We are looking for a **Housing supervisor** to supervise a team of caseworkers and volunteers delivering housing and housing debt advice.



Job description

Job title:	Housing supervisor
Contract term	Permanent
Reporting to:	Specialist Services Manager
Salary:	£ 25,463
Hours:	37 hr.
Employers' Pension contribution:	5%
Location:	Based in Nottingham city centre
Purpose of the job:	<p>To lead on housing matters for the organisation.</p> <p>To support, supervise and develop a small team of paid and voluntary workers.</p> <p>To ensure that housing and housing debt advice and casework meets the standards required by Citizens Advice and funders.</p>

Main duties and responsibilities

Staff Management

- Lead, develop and support the team; undertaking regular supervision and performance reviews in accordance with agreed policies and procedures.
- Ensure that staff and volunteers are recruited, inducted, trained and developed to enable them to deliver a quality advice service.

- Manage the work of the team to ensure contract key performance indicators are met.
- Monitor quality of work from case records and file reviews to ensure quality of advice standards are being met
- Convene regular team meetings to focus on contract performance and housing updates.
- Encourage teamwork and clear lines of communication between all members of staff.

Service Delivery

- Advise management on staffing and service delivery issues that affect contract performance.
- Provide advice and assistance to other staff across the whole range of housing matters.
- Provide casework covering the full range housing / homelessness law, housing debt and income maximisation.
- Act for the client where necessary by negotiating, drafting or writing letters and telephoning, including representation at court.
- Assist clients with other related matters where they are an integral part of their case and refer to other advisers or specialist agencies as appropriate.
- Maintain and develop effective administrative systems for file management in accordance with the requirements of the organisation.
- Identify relevant social policy issues and take responsible appropriate action on a national or local level and alert other staff to local and national housing issues.
- Ensure that all work conforms to the agreed systems and procedures.

Service planning and development

- Work with management to develop, and maintain administrative and case management systems and procedures
- Monitor service delivery against agreed key performance indicators, including analysing statistics
- Assist with initiatives for the improvement of services.
- Co-ordinate activities, procedures and systems to promote common policies and practices

Professional development

- Keep up to date with relevant legislation, case law, policies and procedures relating to housing and homelessness and undertake appropriate training.
- Read relevant publications and cascade knowledge within the organisation as appropriate.
- Attend internal/external meetings as agreed with line manager.
- Maximise own personal development by positively contributing to induction, supervision, training, appraisal and team meetings.

Other duties and responsibilities

- Maintain and develop relationships with partner organisations, local authorities, housing providers and other local services as appropriate.
- Uphold the aims and principles of the Citizens Advice service and its equal opportunities policy
- Abide by health and safety guidelines and share responsibility for own safety and that of colleagues
- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the service.



Person specification

- Knowledge and understanding of relevant housing legislation, housing debt, tenancy enforcement and income maximisation through recent substantial experience of housing advice and casework
- Ability and skills to motivate, support and supervise paid staff and volunteers including prioritising work and delegating effectively.
- Effective communication skills both written and oral including the ability to give and receive feedback objectively and sensitively and a willingness to challenge constructively.
- Ability to monitor and maintain own standards and the standards of others.
- Ability work within a pressurised environment and take day to day operational decisions.
- Ability to develop, and maintain office administrative and case management systems and procedures and to monitor service delivery against agreed key performance indicators, including analysing statistics
- Proficient in IT, including experience of using Microsoft Office suite.
- Numerate to the level required by the tasks
- Ordered approach to casework and an ability and willingness to follow and develop procedures.
- A commitment to continuous professional development and learning.
- Understanding of the issues affecting society and their implications for clients and service provision.
- Ability to commit to and work within the values, aims, principles and policies of the Citizens Advice service in which equality and diversity is embedded throughout.