

Advising Londoners Project (GLA)

JOB TITLE:	Specialist Housing Adviser
HOURS:	3 days per week
CONTRACT TYPE:	Fixed term contract until end of September 2025
RESPONSIBLE TO:	Advice Services Manager
LOCATION:	Citizens Advice Hammersmith and Fulham with occasional travel to other LCAs

BACKGROUND

Citizens Advice Hammersmith & Fulham, part of the national Citizens Advice network, is a thriving local advice organisation that provides information, advice and casework support to 12,000 local people per year. We are participating in a GLA funded project with the London Citizens Advice network to deliver crisis prevention support.

Project Background – Crisis Prevention and Specialist Advice posts

The Crisis Prevention Project is a partnership between the GLA, London Citizens Advice network, and the London Legal Support Trust (LLST), in response to the cost of living crisis. This project works in partnership with the community sector to support Londoners who are facing hardship and crisis, and to build capacity through development of Advice First Aid and community partnerships.

At CAHF, we have a Crisis Prevention Adviser who is the first port of call for generalist advice for referrals from our community partners. Where the advice required is complex or specialist and a casework approach is required, the client will be referred to our Specialist Advisers. We also take referrals from our partner Citizen Advice in Westminster, Camden and Islington.

Role purpose/objectives

1. To provide a high-quality advice and casework service at specialist level to clients who are referred by crisis prevention advisers, or other referral pathways.
2. To support the London Citizens Advice network in the delivery of the Crisis Prevention Project
3. To contribute to monitoring project progress, identifying issues and action that can contribute to policy and campaigns work and awareness raising

Key Tasks Areas

Advice and casework

- Deliver specialist housing and welfare benefit or casework for clients referred by crisis prevention advisers, or other referral pathways.
- Advise clients and assist where necessary on calculating, drafting or writing letters, negotiating with creditors, third parties and/or exercising formal appeal rights, as appropriate
- Undertake specialist casework, preparing submissions and representing clients at First Tier Tribunals and Upper Tribunals.

Project Work, Research and Campaigns

- Monitor casework, contributing to research and campaign projects locally, and across the London Citizens Advice network
- Work in collaboration with Crisis Prevention Project and community partners, supporting the development of the project in London.
- Gather information to support the monitoring and evaluation of the service, ensuring that appropriate monitoring and data collection mechanisms are in place to demonstrate impact, outputs and outcomes.
- Gather and provide case studies and statistical information on the number of clients and nature of cases.

Partnerships and Promotion

- Creation of new partnerships for referrals to CAHFs Crisis Prevention Adviser
- Development of relationships with CAHF's referring partners

Professional development

- Keep up to date with legislation, case law, policies and procedures relating to the role and service needs.
- A commitment to continuous professional development (CPD), including a willingness to develop knowledge and skills in required areas

Administration and project monitoring

- Use IT for statistical recording of information relating to social policy and funding requirements, record keeping and documentation production. Ensure IT information assurance training is complete.
- Ensure that all work conforms to agreed systems and procedures
- Provide statistical information as requested for reporting purposes on the number of clients and nature of cases.

Other duties and responsibilities

- Carry out any other tasks that may be within the scope of the post to ensure the effective delivery and development of the project.

Person Specification

	Essential/ Desirable
Ability to commit to and work within the aims, principles and policies of the Citizens Advice service and the vision of Crisis Prevention Project	Essential
Comprehensive knowledge of housing and welfare benefits enquiry areas	Essential
Demonstrable experience in specialist casework, preferably housing	Essential
Experience of completing detailed forms in areas of social welfare and housing e.g Appeals and Tribunal representation OR motivation and dedication to carrying out training in this area	Essential
Ability to manage caseload and assess merit in clients cases, identify, prioritise and pursue appropriate solutions where possible	Essential
Understanding of the complex needs of clients from diverse communities and ability to empathise	Essential
Ability to prioritise own work, meet deadlines and manage caseload	Essential
Effective communication skills, verbal and in writing, with particular emphasis on advising clients and speaking/negotiating with third parties	Essential
Ability to use IT in the provision of advice, in monitoring and the preparation of reports	Essential
Good interpersonal skills, ability and willingness to work as part of a team	Essential
Commitment to reflective performance and continuing professional development	Essential
Understanding of the need to monitor the experience of clients and the difference our services make	Essential
Adviser Accreditation	Essential