

Job title	Senior Housing Advisor
Responsible to	Services Manager

Role Summary

As a member of Wintercomfort's Project Worker Team, the Senior Housing Advisor will provide advice and emotional/practical support to people who are moving from homelessness into housing. The post-holder will also work alongside people to provide ongoing support to help people acquire the life skills they need to maintain their tenancies. Additionally, the Senior Housing Advisor will have line management responsibility for the part-time Tenancy Support Advisor, full time Debt Advisor and part time Debt & Social Inclusion Advisor.

Key Responsibilities

To carry a caseload of clients providing a variety of Housing Advice sessions to include housing advice drop-in sessions, bookable fixed appointments and capacity for emergency/ad hoc appointments.
To provide line management supervision of the Tenancy Support Advisor, Debt Advisor and Debt & Social Inclusion Project Worker.
To work as part of the Project Worker team seeking internal referrals for specific housing advice/support and to refer Service Users onto the team for additional support outside the scope of the Housing Support Advisor role.
To support Service Users to access various grants and funding to support their housing needs.
To provide practical support to Service Users when they move into a new home, including arranging transport and helping to purchase items for their new homes such as white goods, carpets, curtains using Grants and Trust designated funds.
To work in partnership with other housing related organisations (eg. Cambridge City Council Homelessness Prevention Team/Law Stop) to meet the needs of Service Users for improved housing advice, tenancy support, money advice, debt advice and improved quality of life.
To ensure that accurate records are kept documenting the housing advice and support service provided to Wintercomfort's Service Users.
Providing fundraisers with data relating to outcomes and case studies to support funding applications.
To facilitate clinics at locations within the wider community (FoodBank/Food Hubs/Community Spaces) to increase access to support within the wider community.
Note - this is not an exhaustive list and you may be required to perform other reasonable duties as assigned by the Services Manager and/or Chief Executive Officer.

Person specification

Criteria	Description	Essential or Desirable
Experience	Experience of line management/supervising individuals or small teams	E
	Experience of working as an advisor, ideally in accommodation / housing advice	E
	An understanding of the housing sector, such as private and public sector, including supported housing and temporary housing options.	E
	Experience of support work that effectively engages individuals with opportunities for self-development.	D
	Experience of supporting vulnerable people with complex support needs to make positive changes in their lives.	E
	An understanding of substance misuse, mental health and issues associated with social exclusion.	D
	Knowledge of local services for homeless and vulnerably housed people.	D

Skills	Effective IT skills including Word, Excel & Outlook	E
	Strong verbal and written communication skills.	E
	Strong co-ordination and organisational skills.	E
	A constructive, flexible and positive approach towards working with vulnerable and excluded people.	E
Qualifications	Educated to Degree level or equivalent	D

Terms and Conditions

Location	Principally based at Overstream House with some work at other locations in the city
Working pattern	Monday to Friday
Hours of work	37.5 hours per week
Salary	£27,000 per annum
Length of appointment	3-year fixed contract
Probation period	3 months
Annual leave	25 days plus bank holidays
Pension eligibility	Yes

What can Wintercomfort offer?

One of our core values at Wintercomfort is to recognise and reward our staff as our greatest asset. We realise that it's our people who have helped us to become a well-respected charity that helps to make a positive change to homeless people's lives. We want to continue to deliver excellent, relevant services for the homeless in Cambridge by attracting and retaining talented and motivated people. If you choose to come and work with us, you will find that we offer:

- **Benefits** – You will be eligible for benefits and services, including pension scheme, death in service benefit and tax-efficient bicycle lease and childcare vouchers.
- **A supported work environment** - You will receive a comprehensive induction and you will have a probation period to provide a supportive framework for reviewing your progress and discussing your training and development needs. You will be expected to have developed the skills to fulfil all role requirements within this period. Appropriate objectives will be discussed, agreed and reviewed regularly with your Line Manager so that your performance can be measured against these.
- **Training**- We recognise the importance of having a motivated and effective staff team. We offer on-going training to support you in your role.
- **Flexible Working** – we may be able to accommodate some flexibility of working hours and hybrid working.

Screening Check Requirements

- We have a legal responsibility to ensure that you have the right to work in the UK before you can start working for us. If you do not have the right to work in the UK already, any offer of employment we make to you will be conditional upon you gaining it. We will ask to see original paperwork confirming your right to work in the UK.
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- This role requires a basic an enhanced Disclosure and Barring Service (DBS) check. Any offer of employment we make to you will be conditional upon the satisfactory completion of this check; whether an outcome is satisfactory will be determined by Wintercomfort for the homeless.

Equality of Opportunity at Wintercomfort

We are committed to a proactive approach to equality, which includes supporting and encouraging all underrepresented groups, promoting an inclusive culture and valuing diversity. We make selection decisions based on personal merit and an objective assessment against the criteria required for the post. We do not treat job applicants or members of staff less favourably than one another on the grounds of sex (including gender reassignment), marital or parental status, race, ethnic or national origin, colour, disability (including HIV status), sexual orientation, religion, age or socio-economic factors.

Job Description Review

From time to time, this job description will be reviewed in line with the requirements of the work and organisational development. The post holder will have full opportunity to discuss this and be active in any changes and developments.

JD Housing Advisor	Reviewed by Sarah Foreman	Date: April '23
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wintercomfort.org.uk

General Information

Wintercomfort works with people who are homeless, at risk of homelessness or with a history of homelessness. We provide services to aid every stage of recovery - from immediate basic welfare needs to long term help in identifying and dealing with the problems which are undermining their stability, and enabling them to engage with education, employment and specialist health services. National statistics rank the numbers of rough sleepers in Cambridge within the highest 20 UK local authorities.

For further information about us please visit www.wintercomfort.org.uk

