JOB DESCRIPTION

This job description is not intended to be an exhaustive list of your responsibilities. We reserve the right to require you to undertake such other tasks or duties, as may be appropriate to your status, experience and capability. We reserve the right to transfer an employee from one job to another and from one department to another, subject to capability, in order to benefit the efficient operation of the business.

JOB TITLE: Housing Advice & Advocacy Officer
SALARY: £31,412

MAIN PURPOSE OF THE JOB:
The Housing Advice & Advocacy Officer will work to prevent housing insecurity by empowering individuals to choose housing options which are right for them and their circumstances and, where needed, assist them to exercise their rights to access or maintain a safe and secure home. This work is delivered under the Scottish National Standards for Information and Advice Providers (SNSIAP) and is funded by the Scottish Legal Aid Board.

WHO THEY ARE RESPONSIBLE TO: Manager for Housing Advice & Advocacy

MAIN TASKS OF THE JOB:
- Provide prevention-led, accredited housing advice.
- Undertake person-centred interviews to identify all relevant issues and needs based upon sound evidence.
- Advocate with third parties on behalf of the clients and refer them on to address their wider needs.
- Provide Lay Representation in Heritable Court/Private Rented Sector First Tier Tribunals.
- Deliver certified housing mediation to sustain tenancies.
- Actively promote the service by building effective relationships, attending multi agency meetings and events and providing outreach clinics.
- Maintain accurate records to evidence client outcomes and compliance requirements.
- Keep up to date with housing and homelessness policy changes and internal practices which directly impact service delivery and SNSIAP standards.
- Participate in service reviews and reflective practice.
- Foster cross team and interagency working.

CONTINUOUS PROFESSIONAL LEARNING, DEVELOPMENT AND HEALTH & WELLBEING:
- Take ownership of one's own continuous professional development and learning as set out in FLF's Supervision and Appraisal programme.
- Put into practice effective skills which promote inclusion, strength based working, and trauma informed delivery.
- Be committed to promoting safety-first practices to assure safety, wellbeing, selfcare and safeguarding for all.

All staff have a duty to protect supported individuals from abuse and to report any concerns immediately to their line manager or other management staff and to work in accordance with the Protection of Vulnerable Groups (Scotland) Act 2007 and Data Protection/GDPR legislation. This role will be reviewed under the Disclosure (Scotland) Act 2020 (updated August 2026) legislation and therefore any employee holding this role may be subject to Disclosure Checks or PVG membership requirements prior to taking up the role.

Employee Signed: **Date:**
Employer Signed: **Date:**

PERSON SPECFICATION

Attributes	Essential	Desirable
Experience	• Client facing role with those experiencing hardship, homelessness or housing concerns. • Evidence of meeting targets and achieving contractual requirements. • Demonstration of collaborative working across agencies. • Managing client cases and keeping accurate, up-to-date case records timeously.	• Experience of advocacy work. • Experience of advice work with a specific focus on poverty and rights/housing issues and/or housing debt. • Knowledge of the Scottish Civil Justice System in relation to housing and court processes.
Education, Qualifications & Training	• As a minimum, educated to HND or equivalency in a housing related discipline	• Educated to degree level. • SCQF7 Housing Case Law.
Skills, Abilities & Knowledge	• Knowledge of housing, homelessness and inequalities. • Ability to review and assess information and translate this into guidance/advice. • Proactive outcome focused delivery and the ability to work within professional boundaries and seek guidance/support when required. • Strong organisational skills with the ability to multitask and work to strict deadlines. • Full Valid Driving License and access to own transport (with business insurance) or otherwise be able to travel throughout Fife.	• Ability to interpret and understand legislation or legal documents. • The application of critical thinking for solutions/outcomes.
Interpersonal & Communication Skills	• Able to manage own and other's emotions in a calm and thoughtful manner. • Able to actively listen, negotiate with others, take decisions, and build respectful relationships. • Able to explain formal information, procedures and instructions to give guidance, manage expectations and enable clients to make decisions. • Competent in formal report writing and the use of communication skills which appeal to various audiences. • Good level of IT literacy, e.g. Office 365.	• Knowledge of evidence based practice. • Experience of reflective practice.
Value Base	• Commitment to the principles and practice of continuous improvement • Commitment to achieve and celebrate successes • A belief in and evidence of upholding inclusion, fairness, respect and honesty at work	