

Summary

Are you interested in gaining experience in housing advice, and passionate about improving the lives of people in Northern Ireland by tackling homelessness and housing problems?

We are currently seeking Helpline Advice Assistants to help us in our fast paced and busy Housing Advice Helpline, ensuring that we provide a high quality advice service to people experiencing housing issues.

Our housing helpline is a hive of activity providing advice and assistance on a wide range of issues including homelessness, social housing, renting privately and housing debt. We give advice to members of the public and agencies over the phone and face to face. Our housing helpline is open from 9.30am to 2.30pm, and our agency and mortgage debt helpline is open from 9.30am to 5pm every day, providing vital services to clients in housing need. Last year we helped 10,735 people with housing problems, dealing over 43,746 housing issues. This is an exciting role, where no call will be the same so you will be required to have great analytical and problem solving skills.

Ideally you will be interested in furthering your skills and knowledge in housing, and if identified to have the suitable qualities, will also have the opportunity to further develop your skills and knowledge with access to further accredited training.

Location

Housing Rights office, Belfast city centre

Time commitment

Expected minimum of 3-4 hours per week for an expected minimum period of six months

Tasks

- Making outgoing calls to clients that have contacted us for housing advice
- Providing housing advice to people in housing need over the telephone
- Empower clients to use self-help materials (using www.housingadviceni.org)
- Signposting callers to the appropriate services and support / making referrals
- Entering information on the client database Advice Pro and creating new cases and clients as appropriate
- Meeting clients face to face as part of the Helpline's appointment process and offering housing advice
- Assisting with collating feedback by telephone and email
- Once skilled up answering inbound calls and assessing the nature of the housing problem
- Undertaking training relevant to your role eg. housing advice, database and other training in line with Housing Rights organisational policies

You should be:

- Proficient with ICT and Microsoft packages
- Empathetic
- Reliable
- Able to work to your own initiative
- Able to work in a fast paced environment
- Ability to work under pressure
- Have excellent customer service skills
- Have good communication skills
- Ability to complete tasks efficiently
- Willing to learn new skills
- Committed to the values of Housing Rights

We especially want to hear from you if:

- You have previous experience in the advice sector
- You have previous experience of a busy helpline environment
- You have previous experience of working with client databases

Additional Information

Previous experience in advice is not necessary as this role will give you the opportunity to develop your skills in housing advice and we also strive to ensure our volunteers receive high quality training in order to carry out their role.

You will have a designated volunteer supervisor and out of pocket volunteer expenses will be reimbursed within Housing Rights expenses guidelines.

We are committed to developing and upskilling our volunteers, so all volunteers will receive monthly supervision meetings where training needs can be identified, with the opportunity for volunteers to undertake accredited training where deemed relevant as part of their role.