

**Housing
Rights**

Celebrating
**Sixty
Years**
1964 - 2024



Recruitment Pack

Housing Mediation Lead

Closing date: 9 December 2024 at midday

when everyone has a **home**

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WELCOME

from our CEO

Thank you for your interest in the role of Housing Mediation Lead at Housing Rights.

This recruitment pack provides details of the work we do, the role of Housing Mediation Lead and what we are seeking from candidates.

We are proud of the difference we make to people's lives in preventing homelessness and helping them with their housing problems. Last year, we helped over 13,000 people in Northern Ireland.

The commitment and dedication of our staff across all departments helps us achieve this. We are proud of our expert, passionate staff team.

In return, Housing Rights supports staff to develop their knowledge and careers. We offer flexible working, hybrid working and a generous leave entitlement. We work hard to ensure staff are working in a positive environment which promotes wellbeing and reflects our values.

The work of Housing Rights is becoming more critical in this unprecedented time. I hope the opportunity to join us is one that will interest and excite prospective candidates.

Kate McCauley



WHO WE ARE

We improve lives by tackling homelessness and housing problems in Northern Ireland. We believe a good quality affordable home can be a building block to a stable life. We believe that everyone should have a home.

WHAT WE DO

We help people in Northern Ireland live in safe, suitable, and affordable homes. We provide services for the public and professionals working in housing.

Our services include:

- housing advice via our helpline
- online housing advice and information via our website
- advocacy and legal representation
- housing mediation
- advice and support for people in or leaving prison
- specialist support for young people at risk of homelessness
- advice for landlords
- support for generalist advice agencies
- policy and participation service to positively influence decisions made about housing and homelessness
- training and events for housing and advice professionals

THE DIFFERENCE WE MAKE

Over the course of 2023-2024 we supported people in Northern Ireland with housing and homelessness problems.



Prevented homelessness

We helped prevent homelessness for a total of 1,307 households



Provided advice

We provided advice, advocacy, and representation services to 12,006 households



Improved skills and knowledge

97% of attendees felt attending our training improved their housing skills and knowledge



Improved housing circumstances

82% of people who used our helpline reported their housing circumstances had improved

OUR VALUES

I appreciate the growing diversity of the staff in Housing Rights
-Housing Rights Staff Survey 2023

Equality



Cooperation



Independence



Quality



Respect



Agility



OUR BENEFITS AND CULTURE

We offer our staff the following benefits:



hybrid and flexible working



tailored learning and development plan



generous holiday allowance



enhanced employer pension scheme with free life assurance



accessible location and free parking



fun events for staff engagement



access to employee wellbeing services

Housing Rights is more a vocation than a job
-Housing Rights Staff Survey 2023

Accreditations:

- ✓ Living Wage Employer
- ✓ Investing in Volunteers
- ✓ Diversity Mark Accredited

I think overall Housing Rights has a great culture and the staff as a team are brilliant
-Housing Rights Staff Survey 2023



WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:

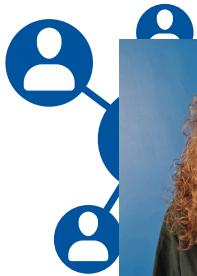


5% increase in staff satisfaction in the last 5 years!



Categories staff were most satisfied with:

1. My work
2. Inclusion and Fair Treatment
3. Wellbeing and Engagement



Kerry Logan - Participation and Policy Coordinator

“ I love working alongside and learning from my colleagues right across the organisation at Housing Rights – it is a fab team, made up of people who are passionate about social justice and constantly going above and beyond to support people experiencing housing problems or homelessness. ”



Eamon Sheridan - Housing Adviser (Young People)

“ By providing effective advice and advocacy for my client's I have witnessed first-hand how our services can positively impact their lives. ”



Bronagh Flynn - Business Development Coordinator

“ I love the variety of my job and the people I work with. I work across the whole of the Housing Rights team and others within the housing sector every day. This allows me to help shape new projects and services that will help our clients and support the wider Housing Community - to ensure everyone has a home. ”



Ruairi McMenamin - Helpline Coordinator

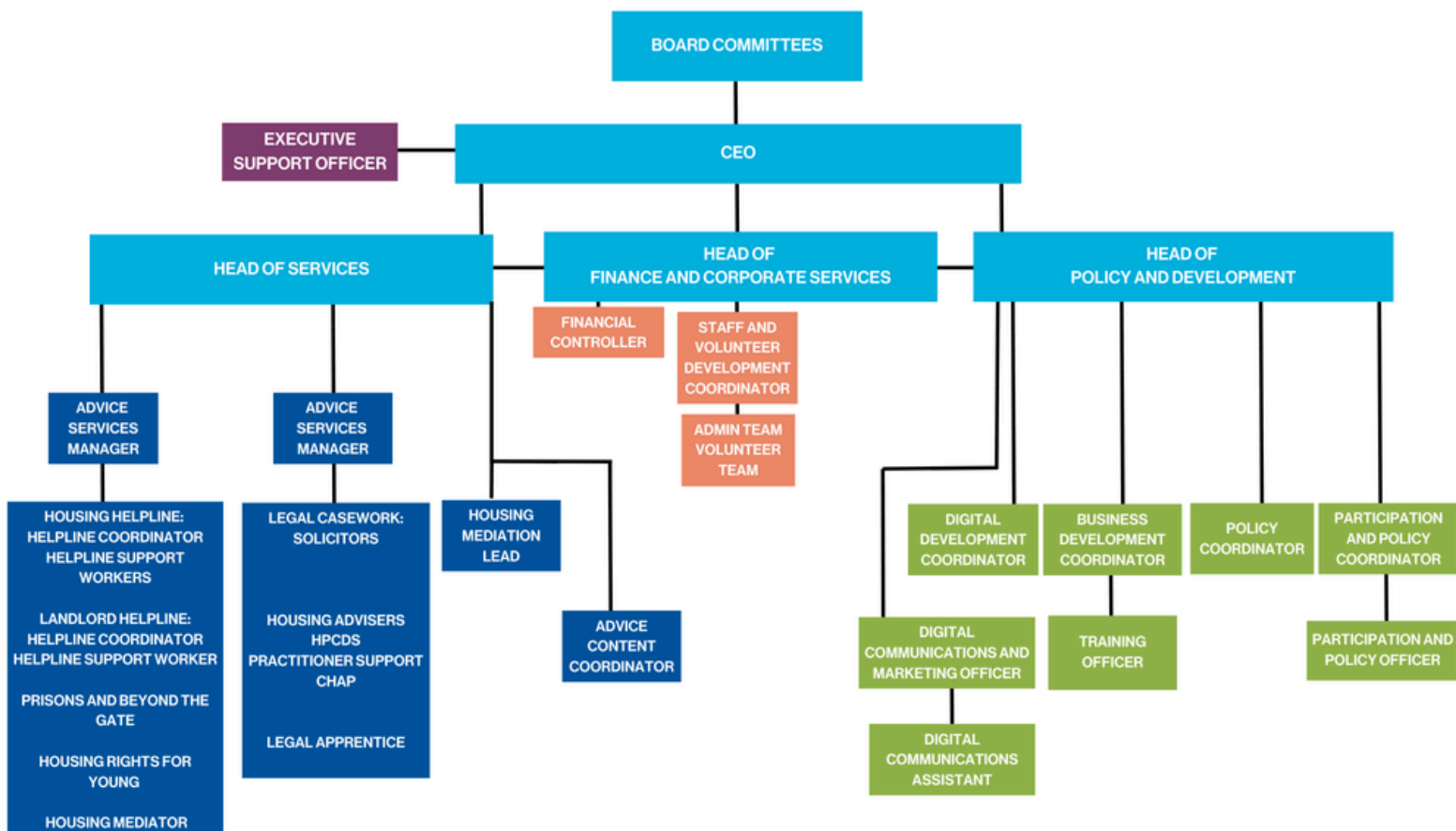
“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making making life in Northern Ireland better for everyone. ”

ABOUT THE ROLE

As Housing Mediation Lead, you will:

- coordinate and deliver an effective, accessible and holistic mediation service for tenants within the private rented sector and for registered private landlords;
- facilitate open and impartial discussions between parties to reach solutions;
- mediate disputes such as rent disagreements, maintenance issues, and eviction notices;
- participate in the selection, induction, training and supervision of a pool of sessional mediators
- assign cases to the Housing Mediator

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

To assist Housing Rights to achieve its vision and deliver its strategic objectives through:

(i) Providing mediation to assist in the resolution of housing disputes between landlords and private renters throughout NI.

(ii) The effective co-ordination of the Housing Mediation Service within Housing Rights.

Key Duties:

1.0 Service Delivery

1.1 to co-ordinate the Housing Mediation Service to ensure cases are progressed efficiently and effectively within agreed performance targets to liaise with the Practitioner Support

1.2 to regularly review performance and monitor progress of the Mediation Service towards achieving agreed operational objectives and targets and to provide regular monitoring information as required

1.3 to identify deviations from targets and implement appropriate remedial action, in consultation with the Head of Services, as necessary

1.4 to participate in the identification and selection of a pool of sessional mediators as required.

1.5 to co-ordinate the induction, supervision and provision of ongoing support/guidance to individuals involved in the delivery of the Housing Mediation Service

1.6 to assist in the delivery of training for housing mediators

1.7 to ensure the effective implementation of a quality management system for provision of mediation

1.8 to ensure compliance with relevant policies, procedures and organisational values in the delivery of the service and to review and update relevant policies and procedures as required

1.9 to attend meetings of an Advisory Group which will help ensure the service is effectively meeting need and assist in identifying areas for improvement/development

1.10 to bring any relevant issues/opportunities for service improvement to the attention of the Head of Services

2.0 Provision of mediation service to landlords and renters

2.1 to work closely with internal and external stakeholders to develop awareness and ensure effective referral mechanisms are in place for the service

JOB DESCRIPTION

continued

- 2.2** to determine eligibility of renters and landlords for the service
- 2.3** to oversee the administration of tasks associated with the service
- 2.4** to undertake mediation sessions via telephone, online or face to face (as appropriate across Northern Ireland) and ensure written agreements are provided, where appropriate
- 2.5** to ensure client records are accurately maintained and regular feedback obtained from users and stakeholders to enable the service to be effectively monitored and evaluated

3.0 Developing effective internal and external working relationships

- 3.1** to ensure effective communication between relevant staff, management and other organisational services
- 3.2** to promote and develop effective and cooperative working relationship with the staff and volunteers across all functional areas
- 3.3** to represent Housing Rights appropriately on external groups and at events, presenting a positive and professional image with a range of stakeholders and audiences
- 3.4** to act as an effective spokesperson on matters relevant to Mediation Services including with the media, if required
- 3.5** to lead, facilitate and contribute to meetings/group discussions

4.0 Developing self and others

- 4.1** to plan, allocate and organise own workload
- 4.2** to monitor and evaluate own work
- 4.3** to take personal responsibility for own learning and development and actively participate in appropriate learning opportunities
- 4.4** to contribute to training and development activities for colleagues

5.0 Other

- 5.1** to act in accordance with the agreed values of the organisation
- 5.2** to ensure the policy and procedures of the organisation, with respect to equal opportunities and health and safety, are observed
- 5.3** to undertake any other duties, consistent with the post which may from time to time be required by the Head of Services

The duties of the post will be subject to review in accordance with the needs of the organisation.

PERSONAL SPECIFICATION

Job title	Housing Mediation Lead
Grade	Staff Officer £34,524-£35,712 per annum, pro rata
Hours of work	25 hours per week
Location	Skainos Centre, Belfast (With option for Hybrid working)
Responsible to	Head of Services

Education / Training

Essential

- * a good standard of educational attainment or similar demonstrated level of ability
- * gained a recognised accredited qualification e.g. with Mediation NI, UK or reached MII Practitioner level in the Republic of Ireland

Desirable

- * evidence of third level or professional qualification in relevant discipline

Relevant experience

Essential

- * minimum of one years' full time (or equivalent part-time) experience of working as a mediator
- * demonstrated experience of effective collaborative working with other stakeholders/agencies
- * demonstrated ability to achieve positive outcomes through mediation

Desirable

- * minimum of two years' experience of working as a mediator
- * demonstrated experience in representing an organisation to external audiences such as public speaking and dealing with the media
- * demonstrated experience of managing and motivating staff and/or volunteers

Knowledge

Desirable

- * knowledge of housing legislation, policy and practice in Northern Ireland

PERSONAL SPECIFICATION

continued

Skills / Attributes

Essential

- demonstrated excellent communication and interpersonal skills
- demonstrated ability to work on own initiative and as part of a team
- demonstrated ability to plan and organise workloads and meet deadlines
- demonstrated ability to present a positive and professional organisation image

Values

- understanding and commitment to the aims and values of Housing Rights.

Other

- *flexible approach to working hours (as evening/weekend working may be required)
- *access to transport to fulfil the requirements of the role

****denotes shortlisting criteria***

TIMELINES

Advertise	26 November 2024
Closing date	9 December 2024 at midday
Interview	18 December 2024

INTERVIEW PANEL

Brenda Parker (Chair)	Housing Rights
TBC	Housing Rights
TBC	Housing Rights

Complete and return the application and equal opportunities monitoring forms by the closing date.

You can submit the forms by:



recruitment@housingrights.org.uk



Emma Kinghan, Admin Officer, Housing Rights,
The Skainos Centre, 239 Newtownards Road, Belfast BT4 1AF

If you need us to make any reasonable adjustments to help you during the recruitment process, please let us know.

Housing Rights greatly values diversity and we actively encourage applications from all sections of the community.