

**Housing  
Rights**

Celebrating  
**Sixty  
Years**  
1964 - 2024



# Recruitment Pack

## Housing Mediator

**Closing date: Monday 27 January 2025 at midday**

**when everyone has a *home***

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# WELCOME

## from our CEO

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

This recruitment pack provides details of the work we do, the role of Housing Mediator 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:

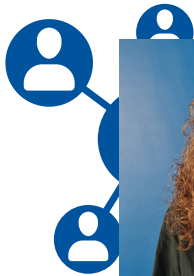


5% increase in staff satisfaction in the last 5 years!



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**

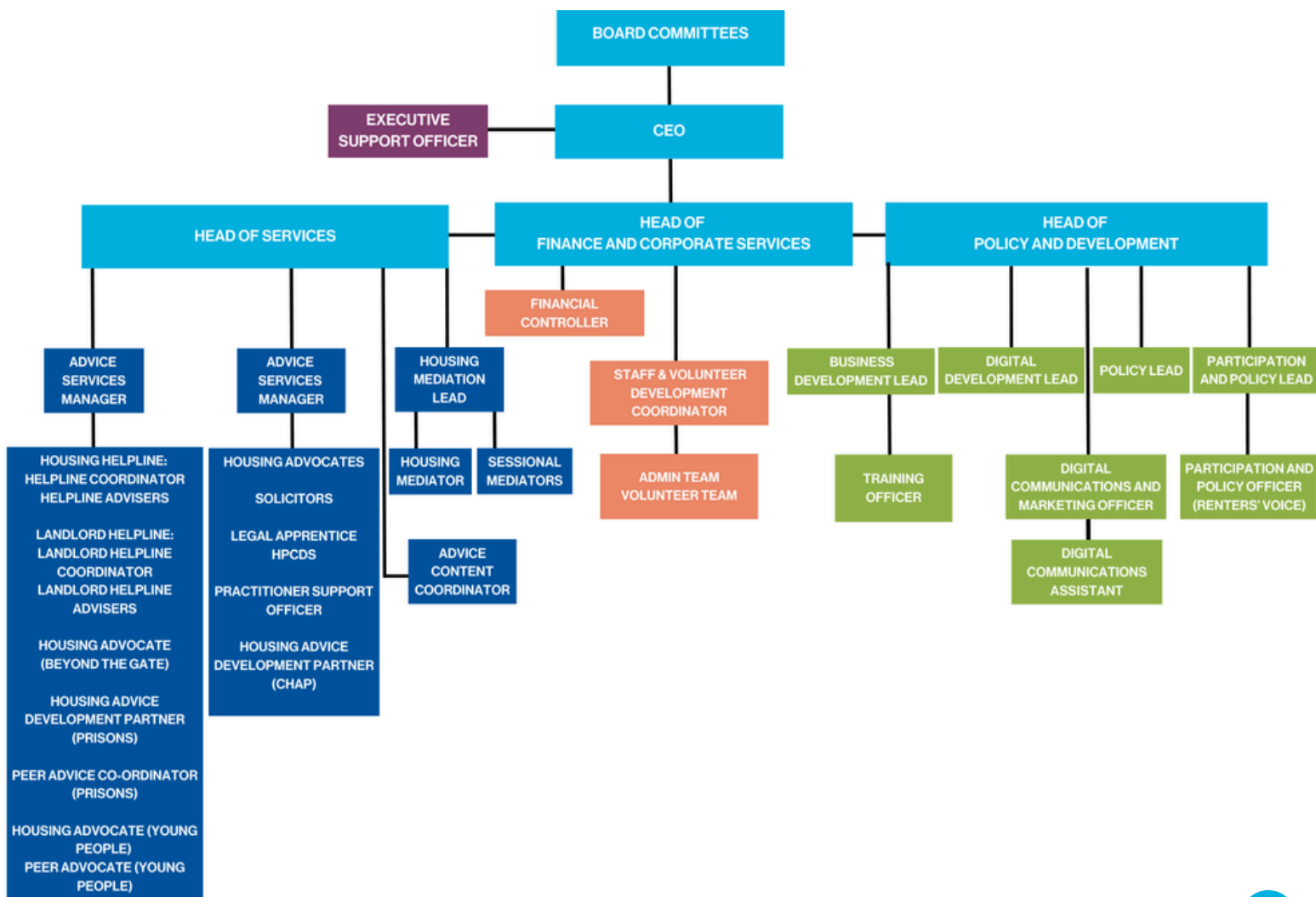
“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making making life in Northern Ireland better for everyone. ”

# ABOUT THE ROLE

As Housing Mediator, you will:

- undertake mediation sessions via telephone, online or face-to-face
- work with stakeholders to develop awareness of the mediation service
- identify relevant cases for referral or signpost for advice or other services
- maintain an active caseload and ensure client records are accurately maintained

## ORGANISATIONAL CHART



# JOB DESCRIPTION

## Purpose:

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

**(i) The provision of a mediation service to assist in the resolution of housing disputes for people in Northern Ireland.**

## Key Duties:

### 1.0 Provisions of mediation service

- 1.1 to work closely with internal and external stakeholders to develop awareness of the mediation service and ensure effective referrals are in place
- 1.2 to determine the eligibility of relevant parties to a housing dispute for the mediation service
- 1.3 to undertake mediation sessions via telephone, online or face-to-face (as appropriate across N.I.) and ensure written agreements are provided, where appropriate
- 1.4 to identify relevant cases for referral or signpost for advice
- 1.5 to refer for other sources of support, with consent, if needs are identified which are best met by another service
- 1.6 to maintain an active caseload and ensure client records are accurately maintained, and regular feedback is obtained from users/stakeholders to enable the service to be effectively monitored and evaluated
- 1.7 to ensure all work meets both internal and external quality and performance-related requirements
- 1.8 to ensure that all data required for monitoring and evaluation of the service are collated and forwarded timeously to the line manager

### 2.0 Developing effective internal and external working relationships

- 2.1 to create, develop and maintain effective working relationships with service users and relevant external agency staff
- 2.2 to promote and develop effective and cooperative working relationships with Housing Rights' staff and volunteers across all functional areas
- 2.3 to represent Housing Rights appropriately on external groups and at events, presenting a positive and professional image with a range of stakeholders and audiences
- 2.4 to act as an effective spokesperson on matters relevant to mediation services including with the media, if required
- 2.5 to facilitate and contribute to internal and external meetings/group discussions



## **3.0 Developing self and others**

**3.1** to plan, allocate and organise own workload

**3.2** to monitor and evaluate own work

**3.4** to take personal responsibility for own learning & development and actively participate in appropriate learning opportunities

**3.3** to provide support to relevant key agencies and/or stakeholders through the provision of specialist mediation training and information

## **4.0 Other**

**4.1** to act in accordance with the agreed values of the organisation

**4.2** to ensure the policy and procedures of the organisation, with respect to equal opportunities and health and safety, are observed

**4.3** 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.

# PERSON SPECIFICATION

<b>Job title</b>	<b>Housing Mediator</b>
<b>Grade</b>	<b>E01 £30,721-£31,352 per annum (pro rata)</b>
<b>Responsible to</b>	<b>Head of Services</b>
<b>Hours of work</b>	<b>25.75 hours per week</b>
<b>Location</b>	<b>Skainos Centre, Belfast (With option for Hybrid working)</b>

## Education / Training

### **Essential**

- \*minimum of 5 GCSEs, or equivalent, Grades A-C, including English and Mathematics
- \*gained a recognised accredited qualification e.g. with Mediation NI, UK or reached MII Practitioner level in the Republic of Ireland

### **Desirable**

- \* training in relevant areas relating to vulnerable client groups such as safeguarding and mental health awareness

## Relevant experience

### **Essential**

- \*at least 6 months' full-time (or equivalent part-time) experience providing mediation to the public
- \* at least 6 months' full-time (or equivalent part-time) experience managing a mediation case load
- \*demonstrated experience of effectively engaging and communicating with people, including young people
- \*experience and skills in the use of IT Systems e.g. Microsoft Office applications

### **Desirable**

- \*at least one years' full-time (or equivalent part-time) experience providing mediation to the public
- \*at least one years' full-time (or equivalent part-time) experience managing a mediation caseload
- \*demonstrated experience of effective collaborative or partnership working

# PERSON SPECIFICATION

continued

## Skills / Attributes

### Essential

- \*excellent written and verbal communication skills with ability to communicate effectively across a wide range of audiences

## Values

- commitment to the mission and aims of Housing Rights with a strong focus on our values (Independence, Equality, Cooperation, Quality, Respect and Agility)

## Other

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

***\*denotes shortlisting criteria***

# TIMELINES

Advertise	.....	Friday 10 January 2025
Closing date	.....	Monday 27 January 2025
Interview	.....	Thursday 6 February 2025

# INTERVIEW PANEL

Brenda Parker (Chair)	.....	Housing Rights
Kim Murphy	.....	Housing Rights
Amy Lyness	.....	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](mailto: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.