

**Housing
Rights**

Celebrating
**Sixty
Years**
1964 - 2024



Recruitment Pack

Peer Advice Development Coordinator (Prisons)

Closing date: 27 January 2025 at midday

when everyone has a **home**

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WELCOME

from our CEO

Thank you for your interest in the role of Peer Advice Development Coordinator (Prisons) at Housing Rights.

This recruitment pack provides details of the work we do, the role of Peer Advice Development Coordinator (Prisons) 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



Diversity Mark
Accredited

WORKING AT HOUSING RIGHTS:

Results of our 2023 staff survey show:

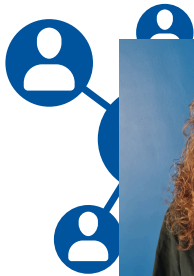


5% increase in staff satisfaction in the last 5 years!



Categories staff were most satisfied with:

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



Kerry Logan - Participation and Policy Lead

“ 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 Advocate (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 Lead

“ 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

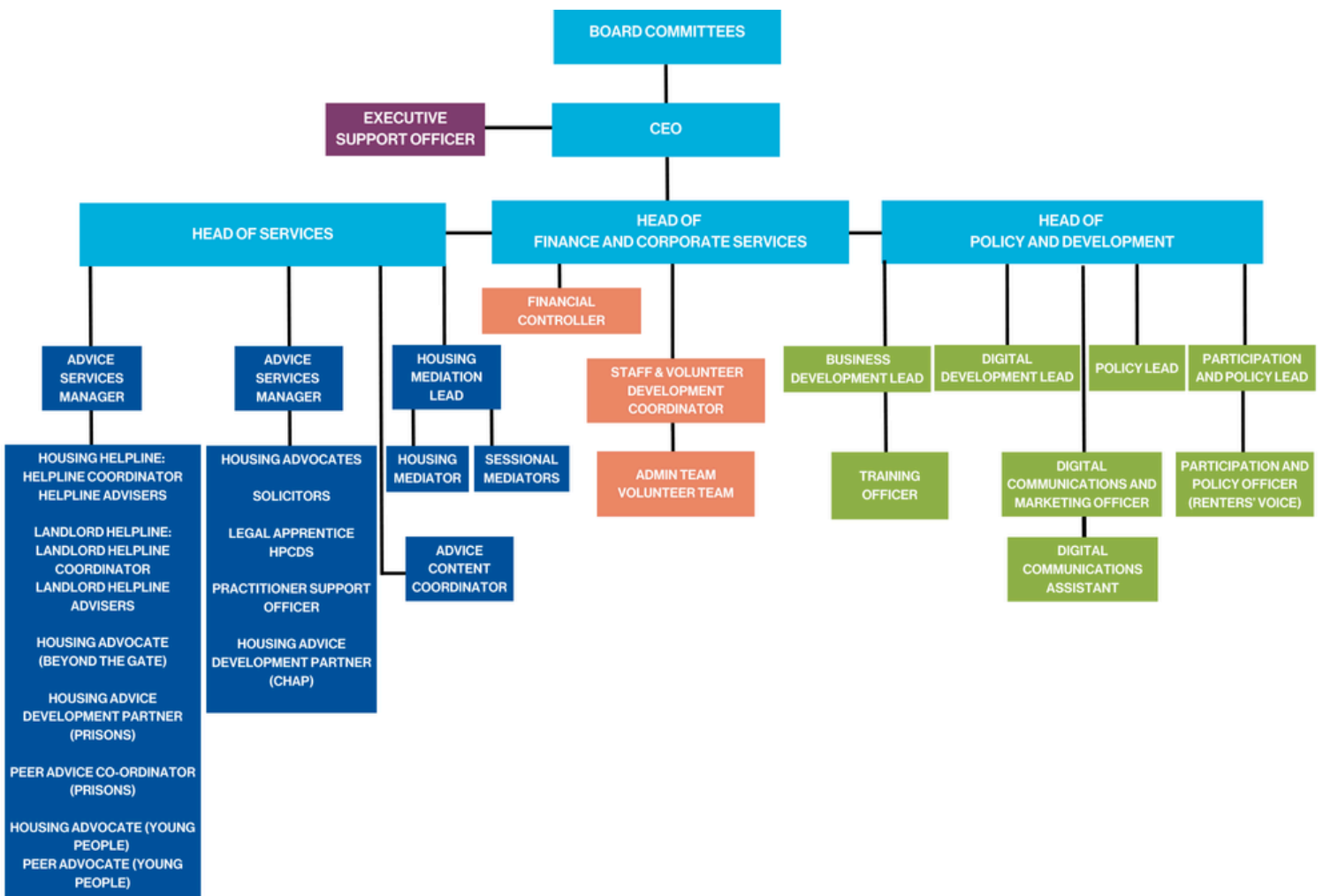
“ Housing Rights allows me to help people everyday, in a positive working environment. I am grateful to work with a team of hardworking people dedicated to ending homelessness and making life in Northern Ireland better for everyone. ”

ABOUT THE ROLE

As the Peer Advice Development Coordinator (prisons) you will:

- be responsible for the delivery of a high-quality peer housing advice service within each prison establishment in Northern Ireland
- actively support, supervise and monitor peer advice work

ORGANISATIONAL CHART



JOB DESCRIPTION

Purpose:

To ensure the effective delivery of a peer housing advice service across the three N.I. prisons by:

- 1. Ensuring delivery of a high quality peer housing advice service within each prison in NI;**
- 2. Supporting, supervising & monitoring peer advisers work**

Key Duties:

1.0 Delivery of peer advice service

- 1.1** to deliver a comprehensive operational programme of work to implement a peer housing advice service across the three NI prisons
- 1.2** to liaise with the NI Prison Service to recruit and select people in prison with relevant skills and interests and maintain a pool of peer advisers in each of the three NI prisons
- 1.3** to identify the training and development needs of peer advisers in consultation with Housing Rights training department and relevant external agencies such as the NI Prison Service
- 1.4** to ensure appropriate training and resources are provided to enable peer advisers to offer timely and accurate advice to other people in prison
- 1.5** to assist as required in the development and delivery of relevant training to peer advisers
- 1.6** to coordinate delivery of peer advice induction sessions and advice clinics
- 1.7** to ensure peer advisers maintain case records as required on individual cases and ensure all enquiries are entered into the relevant database

2.0 Provision of support and quality assurance

- 2.1** to monitor the work of peer advisers through the provision of regular support and supervision and undertaking case reviews of the advice/ information provided
- 2.2** to establish and oversee the performance supervision arrangements for peers in liaison with NI Prison Service staff in each of the three NI prisons
- 2.3** to act as the key contact/liason within the prison for issues arising which may affect the effective operation of the peer advice service
- 2.4** to triage and coordinate advice referral pathways between prison resettlement staff, external agencies, Housing Rights advisers and peer advisers

JOB DESCRIPTION

continued

3.0 Development/policy work

- 3.1** to use information gained through delivery of the service to identify barriers and improve policy and practice which will increase housing opportunities for people in prison
- 3.2** to respond to requests for information from the media as required by line manager
- 3.3** to attend Service Advisory Group (SAG) meetings as required by the line manager
- 3.4** to represent Housing Rights at relevant external meetings and events

4.0 Planning and administration

- 4.1** to ensure that the administration of the service runs smoothly
- 4.2** to ensure that all data required for monitoring and evaluation of the project is collated and forwarded timeously to the line manager
- 4.3** to contribute to the preparation of the annual work programmes for the service and to implement work programmes in relation to the delivery of peer housing advice within prisons
- 4.4** to communicate with the line manager on a regular agreed basis to appraise, progress and agree ongoing work required
- 4.5** to raise any matters or issues of concern in the first instance to the line manager for resolution

5.0 Developing self and others

- 5.1** to plan, allocate and organise own workload
- 5.2** to monitor and evaluate own work
- 5.3** to develop self to enhance performance
- 5.4** to contribute to training and development activities for colleagues
- 5.5** to ensure staff within the NI Prison Service and other relevant agencies are motivated to provide continuing support to the peer advice service

6.0 Developing effective working relationships

- 6.1** to create, develop and maintain effective internal working relationships
- 6.2** to create, develop and maintain effective working relationships with relevant staff within the NI Prison Service in particular
- 6.3** to create, develop and maintain effective working relationships with other service users/external agencies and relevant stakeholders
- 6.4** to lead, facilitate and contribute to meetings/group discussions

JOB DESCRIPTION

continued

7.0 Other

7.1 to act in accordance with the agreed values of the organisation

7.2 to ensure the policy and procedure of the organisation, with respect to equal opportunities and health and safety, are observed

7.3 to assist in and contribute to the induction and development of any new staff members as required

7.4 to undertake any other duties, consistent with the post which may from time to time be required by the line manager

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

The offer of the post will be subject to satisfactory security clearance being granted by the NI Prison Service.

PERSON SPECIFICATION

Job title	Peer Advice Development Coordinator (Prisons)
Grade	Inspector (TSB): £32,604 - £33,594 per annum
Hours of work	37 hours per week
Location	Skainos Centre, Belfast (with travel to 3 NI prisons as and when required)
Responsible to	Advice Services Manager

Education / Training

Essential

- accredited qualification in relevant discipline including housing (for example Housing Advice Training Programme)/ law / advice*

Relevant experience

Essential

- experience of delivering housing advice to vulnerable groups including people in prison *
- experience of establishing links and building effective relationships across voluntary, statutory and/or private sector organisations*

Desirable

- experience of working with/supervising peers or volunteers*

Skills / Attributes

Essential

- * ability to work on own initiative and as part of a team to achieve positive outcomes
- * ability to plan and prioritise workloads and work effectively under pressure
- * ability to meet the mobility requirements of the post (for example, travel to the 3 N.I. prison locations)

Values

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

****denotes shortlisting criteria***

TIMELINES

Advertise	16 January 2025
Closing date	27 January 2025 at midday
Interview	19 February 2025

INTERVIEW PANEL

Brenda Parker (Chair)	Housing Rights
Amy Lyness	Housing Rights
Aisling Cunningham	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, Administration Officer, Housing Rights,
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.