

Job description

Job title: Advice Supervisor

Reports to: Manager of Advice Services

Salary: £39,500 (pro rata for part time) plus benefits

Contract: permanent, full time or part time (21-35 hours)

About us:

The Cardinal Hume Centre works to prevent and tackle youth and family homelessness. We:

- Provide a home with support for up to 39 young people
- Support children and families in housing or other need
- Offer housing and welfare rights advice to help people keep or find a stable home and to manage their money
- Advise and coach people to find work, learning or training
- Provide immigration advice to help people secure their legal right to remain in the UK to access homes, work and benefits.

Last year we helped over 1200 people including nearly 600 families and 230 children and young people, aiming to break the cycle of homelessness and poverty from a young age. Our approach is personalised, acknowledging the unique complexities of each individual through six key services: residential; family support, legal advice, employment, education and immigration advocacy.

The Centre is based within five minutes' walk from Parliament but works in an area where homelessness in nearly all its forms has increased. Around 3,600 children from Westminster are housed in temporary accommodation. Over 25% of children live in poverty. Families face unaffordable housing costs, a challenging labour market and rising levels of crime.

With an annual income in the region of £3.5 million, the Centre currently employs around 65 dedicated members of staff and around 45 volunteers.

About the role:

We are embarking on an exciting new project to strengthen our support for families living in hotels in the local area. This new role within the team will help us to develop and expand our service to better meet the needs of this vulnerable group, and to maintain our agility to respond to emerging needs in the future.

Key Purpose:

1. To supervise and line manage Welfare Rights Specialists and/or Housing Advisors within the Advice Team.
2. To provide a structured information, advice and casework service (including representation at tribunal where appropriate) to clients of the centre with complex housing or welfare rights issues.
3. To provide second tier advice and training in welfare rights or housing for generalist advisors and other staff/volunteers who are not specialists in those fields.

Job description:

1. To ensure that staff have regular supervision sessions and access to appropriate training to maintain their knowledge of legal changes and ensure they give accurate advice
2. To ensure casework is allocated appropriately across the team and ensure that staff are meeting the requirements to maintain the Advice Quality Standard and any other necessary accreditation
3. To ensure the team keeps up to date in all relevant matters relating to your area of specialism and cascades key information across the Centre
4. To deputise for the Manager of Advice Services in their absence.
5. To Provide advice, representation and assistance to supervisor standard in either Welfare Rights or Housing Law.
6. To manage a specialist welfare rights or housing caseload, ensuring casework management processes to agreed quality standards are met.
7. To assist the Advice Services Manager by contributing to the development of the service, ensuring we are reaching those who most need our support, in line with the Centre's Strategic plan.
8. To work in partnership with clients, informing them and empowering them to problem-solve and make informed decisions about their future.
9. To work as part of the wider Advice and Assessment teams ensuring effective cover in services, including dealing with emergencies and clients in crisis when required.
10. To ensure clients are offered an integrated holistic service by working closely with the other teams in the Centre.
11. To build and maintain good relationships with statutory and other partners, especially but not solely ensuring effective engagement with the DWP, HMRC, local authorities and housing providers and to work together with them to advocate for our clients' welfare rights and to monitor unmet need locally.
12. To maintain and actively update knowledge of law, policy and practice in welfare rights particularly as they apply to families and young people.

13. To actively seek feedback from clients, colleagues and stakeholders and to use this feedback to improve the service.
14. To promote a safeguarding culture, applying best practice to ensure the safety of all clients, particularly children and young people and adults who may be vulnerable

Person specification

Essential:

1. Proven specialism in welfare benefits or housing advice work (at least five years' experience of delivering advice and casework across a range of welfare rights or housing issues).
 - a. For welfare benefits, this should include a detailed knowledge of all welfare benefits and experience of representation up to appeal level.
 - b. For housing, this should include knowledge of housing law, including homelessness and allocations, security of tenure and possession proceedings, disrepair and rights following relationship breakdown.
2. Experience of supervising/line managing staff and/or volunteers.
3. Ability to give and receive constructive feedback
4. Experience of direct work with vulnerable people, including those experiencing or threatened with homelessness.
5. Thorough understanding of child and adult safeguarding/ practice.
6. Ability to deal with a large and complex caseload and prioritise accordingly.
7. Commitment to and experience of working in multi- disciplinary teams.
8. Excellent communication skills, both verbal and written.
9. Strong skills in networking and the ability to build effective working relationships with partner agencies.
10. Willingness to work flexibly including periodic work out of office hours.
11. A strong commitment to the Centre's mission, values and behaviours; a strong belief in the value of every individual.

DESIRABLE:

- A legal background / qualification.
- Experience of managing or supervising caseworkers within an AQS (or other equivalent) accredited service.
- Working knowledge of your non-specialist advice area.
- Knowledge of Social Services duties under the Care Act 2014 and of Child Protection legislation.
- Experience of devising and providing training.

Our people - we believe each person matters:

Our clients

Our clients guide everything we do. We're here to help children, families and young people experiencing or at risk of homelessness, or clients who have urgent needs that can be met at the Centre and not elsewhere.

We value every person; this is central to our work

We seek to develop trusting relationships with our clients. We rely on them to help us improve and develop our services so we include them wherever possible in our work.

Our staff and volunteers

Our staff and volunteers are diverse in their backgrounds, and their skills and experience. Many have lived experience of the challenges our clients face. We are proud of our warm welcome and our team's commitment to support people facing disadvantage to escape the cycle of poverty and homelessness.

The Centre's [website](#) has more about our work including our [approach](#), our [plans](#) and our [values](#) and behaviours.