**Housing Advisor**

**Location: New Heights warren Farm Community Project, B44 0QN**

**Salary: £9.25 PH – 30Hrs PW**

**Contract: FTC until end October 2020**

**Closing Date: Sunday 17th November 2019 (11.59pm)**

New Heights Warren Farm Community Project has grown out of Christ the King parish’s concern for the wider community. It has been an independently registered charity since 2007 and provides services to meet the needs of the local community from St John’s Community Centre and New Heights Community Café.

The BREATHE project is part of the wider New Heights Warren Farm Community Project, offering a range of welfare, advice and information services to the Kingstanding community and the wider Erdington constituency.

B – Benefit Support

R – Rights and Entitlements

E – Education and effective money management

A – Advice & Advocacy

T – Training of Volunteers, residents and partners

H – Housing & Health / disability support

E – Empowering Service

To complement our welfare and benefits work, we are seeking a Housing Advisor to be the first point of contact for our service users presenting with housing needs.

The candidate must have a housing advice qualification and previous experience in a similar role. Alongside a housing advice qualification and previous experience, you will have good literacy, numeracy and IT skills (MS office to a basic level), and excellent verbal and written communication abilities. Ideally you will have general administration and telephone experience, excellent customer service skills and will have worked in a customer facing environment.

You will provide an effective, efficient and welcoming responsive service by phone, email and in person via one to one provision and in small groups. Always ensuring service users are provided with accurate, appropriate and up to date information, you will be professional, prompt and assist with issues relating to housing matters. Further to this you will provide support, development and training to the services pool of volunteer and student advisors, and contribute to the team’s social media campaigns.

***Note:*** *The BREATHE project is closed for two weeks in the Christmas & New Year period during which period annual leave will be taken. All other project closure dates and annual leave will be agreed with the BREATHE Service Manager*.

**Interviews will take place on Tuesday 26th November 2019.**