

## Job Description: Housing Advisor

**Hours:** 36 (Monday – Friday: 9:00am – 5:00pm)

**Salary:** £26,500 - £30,000 pa (depending on experience)

**Location:** St Peter's Church Hall, London Road, Kingston Upon Thames, Surrey, KT2 6QL

**Contract:** Full-time (On-site only)

**Reporting to:** Senior Housing Advisor

**Closing date:** 17/03/2026

### Overview

The Housing Crisis Intervention Service (HCIS) is the first point of contact for anyone approaching KCAH for help with a housing problem or who is homeless.

Working alongside, up to, two other Housing Advisors and overseen by the Senior Housing Advisor, this post is responsible for the provision of quality advice covering all relevant housing options. The advice areas focus on housing law and welfare benefits. This is provided during a drop-in service in the morning with arranged appointments for more complex cases in the afternoon. The role also involves making referrals to suitable housing opportunities and acting as an advocate where appropriate.

Specific focus is given to supporting our visitors to the drop-in service. As well as providing advice, this post is also about understanding the reasons why the person is in housing crisis. Recognising that our visitors often need to improve their health and well-being and their ability to cope through this difficult time, ensures the success of the service. Delivery of holistic support alongside finding housing solutions means that KCAH works to create lasting change in the lives of people who come to us at a critical moment.

### About the role

The specific duties of this role include:

- 1. Create and Contribute to a Person-Centred Approach**
  - a. Work towards creating a trusting relationship with each client from the very first 'welcome' and always with the understanding that wraparound support goes hand-in-hand with finding appropriate housing solutions for the person in crisis, with an appreciation of 'trauma-informed care' at all times.
- 2. Advice and Advocacy**
  - a. Provide quality housing information, advice and representation to people who register with KCAH who are homeless or threatened with homelessness.

Responding effectively to any emergency situations, particularly when clients are rough sleeping to ensure appropriate referrals are made to outreach services or accommodation services if available.

- b. Provide advice and support on Welfare Benefits matters. This includes making effective applications, reconsiderations and submissions when attending tribunals on behalf of clients.
- c. Maintain an up-to-date working knowledge of the law, policy and procedures relevant to housing and welfare benefits advice, through training, publications and general research.
- d. Manage your own caseload of clients, collaborating closely with other team members and volunteers.
- e. Deliver compliance and quality work across our casework provision, including obtaining quality standards, supporting client feedback mechanisms, and adhering to policy compliance.
- f. Work sympathetically and effectively with clients, some of whom may be experiencing considerable stress, have a mental health or substance misuse diagnosis.
- g. Manage shared caseloads and administration where the tasks include:
  - i. Keeping accurate, detailed, computerised case notes and records as well as carrying out all necessary administration and maintenance of statistics/data required by the line manager which will be monthly.
  - ii. Evaluating and prioritising cases, making decisions on appropriate options, including advising on any legal action that may be required. Completing referrals to appropriate agencies.
  - iii. Being flexible and adaptable to cases on an individual basis, including lone working, home visits and accompanying clients to external interviews.
  - iv. Advocating, corresponding and negotiating with a wide range of people including; clients, landlords, solicitors, councillors, local MPs, council officers and other agencies, particularly stakeholders from the voluntary and statutory services. Collaborative working with Kingston Probation to help offenders resolve housing issues is a key element to this work.
- h. Liaise closely and develop close relations with relevant external agencies for the purposes of referral, liaison, information exchange, project work and training to ensure wherever possible they are fully aware of the services provided by KCAH.

### **3. Administration**

- a. To work as part of the team of staff and volunteers and assist with the general office administration, filing, clerical work in co-operation with others. Offering support if required and at all times ensure the quality of service is maintained.
- b. Ensure all client data is collected accurately on the computer case management system and provide information needed to compile statistics for KCAH and its funders. This includes the collation of data through questionnaires, focus groups, case studies and capturing audio and visual stories.
- c. Complete casework and attend external case reviews to ensure advice is accurate and meets the standards of The Advice Service Alliance Standard so that KCAH maintains its Advice Quality Standard for housing and welfare benefits advice.
- d. Prepare and maintain up-to-date information resources for clients and external agencies.
- e. Complete any training courses requested by KCAH and filter information to other colleagues ensuring full and regular liaison occurs with all other areas of the Charity.
- f. To have full awareness of KCAH policies and procedures and maintain them in all work activities.
- g. To undertake any other duties commensurate with the requirements of the post.

## About You

You will need to have:

1. A sound, up-to-date knowledge of housing law and the welfare benefits system.
2. Attention to detail and up-to-date knowledge of advice practice and policy.
3. Awareness of the causes of homelessness, the housing options open to homeless people and of the issues involved in working with homeless clients.
4. A recognised advice qualification or equivalent experience.
5. Experience providing face-to-face advice.
6. Skills in interviewing clients – absorbing complex information quickly and accurately and to be able to communicate with clients verbally and in writing.
7. Ability to interact with people in a polite, appropriate and professional manner, including challenging and resolving difficult situations.
8. Ability to represent clients and negotiate effectively on their behalf with a range of third parties, including networking or public speaking.
9. Ability to work under pressure and prioritise own workload effectively with minimal supervision.
10. Ability to maintain accurate and detailed administrative systems including records of case working and monitoring information as required by KCAH to meet AQS (Quality Mark) standards and external funders.



**Kingston Churches Action on Homelessness**

St Peter's Church Hall, London Road, Kingston Upon Thames, KT2 6QL

020 8255 7400 | [enquiries@kcah.org.uk](mailto:enquiries@kcah.org.uk)

Registered Charity #1075890 | Registered Company #3735702

11. Ability to work flexibly across the organisation, where necessary, to support the whole staff team and meet the objectives of KCAH.
12. To be self-servicing in terms of filing and to be IT literate with the ability to use Microsoft Office applications and a case management system.
13. Possess a demonstrable commitment to Equal Opportunities and to the aims, principles and policies of KCAH.

If you feel that you are a good match for this role and you are looking to work at a charity that makes a tangible difference to the people we support and has an impact on the community of the borough of Kingston, please send your CV and a covering letter to: [enquiries@kcah.org.uk](mailto:enquiries@kcah.org.uk)