



Centre 70
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Our Ref: HCW03

Dear Applicant

Thank you for your enquiry. Below is the application pack for a Housing Caseworker.

Completed application forms must reach Centre 70 by email or post by **12 noon Thursday 29 August**. If you need to include extra sheets, please ensure that such sheets are clearly headed with your name. Curriculum Vitae will not be accepted. The interviews are scheduled for **Thursday 5 September** so you may want to provisionally book that day off.

We will only contact candidates who are shortlisted and unfortunately, due to limited resources, cannot provide feedback on those who are not. We will contact shortlisted candidates before the interview date. We will also provide details of any presentation and/or test that we may want you to prepare.

This is an opportunity to join an innovative and developing service that makes a real difference to the lives of many people.

We look forward to hearing from you.

Yours sincerely

C70 Board of Trustees



ABOUT CENTRE 70

Centre 70 (C70) was set up in 1970 and comprises an Advice Centre and a Counselling and Wellbeing Service. We hold the LEXCEL legal practice quality mark and are BACP accredited.

We pride ourselves on our commitment to providing quality assured advice and counselling services delivered to the needs of the community and with efficiency to maximise the numbers helped. For more details see:

[Annual Review Link](#) [Digital Story](#)

We have a friendly and committed staff team, comprising a Director, Head of Advice Services, Counselling and Wellbeing Manager, the Inspire Project Coordinator, a solicitor, caseworkers and advice workers, administration staff and accountant. In addition, we have volunteers. A dedicated and active voluntary management committee drawn from people who live in the local community and surrounding area oversee the management of the organisation.

We have active and monitored policies and procedures, which determine the framework under which work is carried out and maintain quality assured standards. Policies include Equality and Diversity, Confidentiality, Complaints, IT Security and Data Protection, Health and Safety, Safeguarding, Sustainability, Training & Development, Business Continuity, Supervision and File review, and Personnel Policies.

We have specialist Debt, Housing and Benefits projects. We also provide Student Finance and Grant Advice. We are foodbank voucher holders.

Our Counselling and Wellbeing service provides free and low-cost psychotherapeutic counselling. We support a varied and diverse population and offer free counselling to people facing multiple disadvantages. This means that we are able to support people who may not otherwise have access to psychological support. We also offer Wellbeing groups and activities, a befriending service. We provide peer support, volunteer opportunities and skills training to our service users through our Inspire programme.

We provide a holistic wrap-around service to clients, provide crisis support, deal with underlying issues and also help with preventative work towards sustainable long-term solutions.

[EQUALITY AND DIVERSITY STATEMENT - LINK](#) [HOW WE USE PERSONAL DATA - LINK](#)



OUR MISSION

We support adults who are facing social, mental, financial or other personal difficulties at our centre and out in their communities, through a holistic programme of free and affordable services:



Advice



Counselling



Training



Advocacy

OUR VALUES

Passionate, Inclusive, Responsive & Community focussed

OUR IMPACT

- Increased access to rights and entitlements
- Improved mental health and wellbeing
- Improved access to life opportunities

HOUSING CASEWORKER POST

Here is what our outgoing Housing Caseworker, Victoria, has to say about the role:

“Working at Centre 70 has been both personally fulfilling, and professionally rewarding. I have no doubt that my experience here played a crucial role for me in obtaining pupillage. The level of responsibility and opportunities I was given were vital in developing my practical skills, as well as my legal knowledge. I was allowed to run my own cases, supervised, which afforded me the opportunity to instruct counsel, work directly with clients, and manage the litigation strategy. I do not think I would have had the opportunity to develop in this way, at this level, at another organisation.

Centre 70 is a community organisation at its core. This is clear from my colleagues, who all demonstrate outstanding dedication and passion towards our clients. We are privileged to be highly regarded by our community, and have clients whose families have used our services for generations.

Centre 70 is a small team, but one in which you feel very supported. I have felt valued by the organisation and my colleagues, rather than feeling like a ‘number’, as can be the case in other organisations. This role would suit someone who enjoys responsibility and self-accountability, but works well and gets on with colleagues. Primarily, this role would be suited to someone who is truly passionate about using the law to help others, and who is tenacious in their commitment to clients.

Some examples of my cases include:

- Judicial review of a local authority’s failure to provide single-sex accommodation for a survivor of domestic abuse. We secured a financial settlement for the client, and the local authority agreed to undertake an Equality Impact Assessment of their single-sex accommodation provision.*
- Judicial review of a local authority’s failure to provide suitable temporary accommodation for a disabled client. We secured an offer of permanent social housing for the client.*
- Various possession claims successfully defended. Some of these involved counterclaims for disrepair and disability discrimination under the Equality Act 2010.*

The housing team at Centre 70 is small, but our impact far outweighs our size. The team is responsible for the seminal case on vulnerability in homelessness law; Hotak & ors v LB Southwark [2015] UKSC 30. Our former solicitor was the instructing solicitor for Mr Hotak in this significant case, which is still the primary case used for the legal test of vulnerability for priority need. “

The work will be mostly Legal Aid in scope Housing advice and representation work under legal help and legal aid schemes and in particular in the areas of disrepair, possession and homelessness. Some of that work settles as inter party work. The post will require experience of working to legal deadlines/time limits and managing a sizable and complex caseload

The work will be very varied and rewarding. We realise that one candidate may not have the full range of skills, knowledge and experience required for this post and therefore training will be provided to the successful

candidate. There is potential for the successful candidate to use their experience at Centre 70 as part of the “Qualifying Work Experience” required for the Solicitors Qualifying Exams.

Training, Supervision & Support

All workers receive:

- Induction programme
- Supervision and support from experienced manager/supervisor
- Annual training & in house training
- Annual appraisal
- Opportunities for flexible working including home working with remote access to computer system, compression of hours etc.

CENTRE 70 JOB DESCRIPTION

POST TITLE

Housing Caseworker

RESPONSIBLE TO

Director, Head of Advice, Solicitor and Centre 70 Board of Trustees

JOB PURPOSE

To provide a housing advice service including at outreach locations

DUTIES AND RESPONSIBILITIES

- To interview, advise, provide information and assist clients in relation to problems presented in the area of Housing and in particular in of scope of Legal Aid.
- Under guidance of the Housing Supervisor and/or Solicitor, to develop, maintain and update literature and effective learning activities, training material, information sheets, leaflets, advice packs, referral lists and advice centre information resources.
- To be responsible for the management of your own caseload, to be aware of time limits involved and work within the available resources.
- To provide outreach advice.
- To undertake legal research.
- To maintain case records and information including inputting of details on case management system.
- To keep abreast of all developments in legislation, case law and policy relevant to the work of the post and

advice centre.

- To be alert at all times to the social policy implications of issues presented by clients and take appropriate action to influence social policy in regard to these issues.
- To provide Housing Advice and issues awareness training to organisations.
- To produce Housing information sheets for organisations and individuals.
- To work with, train and supervise volunteers to help in the delivery of the service.
- To be self servicing in typing and responsible for own word processing.
- To operate under the supervision of the Housing Supervisor/Director/Head of Advice Services including regular supervision and file review.
- To ensure your work complies with the requirements of Lexcel quality mark.
- To collect and collate outcome data, feedback and impact and maintain statistical records.
- To ensure that the terms of funders are kept to in relation to advice & casework including providing reports.
- To report on the work to the Board of Trustees as required.
- To attend relevant training courses.
- To work within and implement where appropriate C70's policies and procedures including: Confidentiality Policy; Equality and Diversity Policy; Safeguarding; IT Security and Data Protection Policy.
- To work within the policies and procedures set out in C70's Office Handbook, Office Manual, Strategic Plan and other relevant policies.
- To contribute to the monitoring, evaluation and development of the Advice Centre's service delivery policy.
- To work closely with other agencies as appropriate.
- To promote the service to partners and agencies.
- To attend C70 and external meetings as appropriate.
- In addition to the tasks and duties listed in this job description to undertake such duties as may be identified and which are generally compatible with the functions of the post.

TERMS AND CONDITIONS

Salary: £ 37000-42000 pa depending on experience

Pension

Hours: 35 hr pw average. Possibility to job share or work part time.

Term: Ongoing subject to performance.

Overtime: Taken as time off in Lieu (TOIL)

Holidays: 28 days per annum excluding bank holidays (plus additional special days between Christmas and New Year and Friday before the August bank holiday). 1 additional day for every complete year of service up to a maximum of 33 days per annum

We encourage flexible working including remote working, compressed hours and other flexible working time. We strive to have good working conditions and that is reflected in the high level of staff retention and those that have returned to work at C70.

PERSON SPECIFICATION

Below are the required skills and experiences for this post. Please ensure you include evidence of these criteria in your application, particularly in your personal statement.

1. Experience

a. At least one year's full time equivalent experience of Housing Law casework	Essential
b. Ability to manage a varied caseload	Essential
c. Ability to draft appropriate documentation in all areas and procedures of Housing Law	Essential
d. Relevant experience of working in the voluntary sector	Desirable
e. Housing casework representation	Desirable
f. Experience of organising and delivering training	Desirable

2. Skills and knowledge

a. Motivated and accustomed to having a high level of personal accountability	Essential
b. Ability to work independently with a proven ability to prioritise work and to meet deadlines	Essential
c. Ability to work well under pressure without compromising standards	Essential
d. Good listening skills and the ability to relate and communicate effectively with a variety of audiences, including colleagues, clients and third parties, verbally and in writing	Essential
e. Ability to produce Housing information sheets and other information resources for organisations and individuals	Essential
f. Ability to organise and deliver training	Desirable
g. Ability to liaise and work effectively in partnership with a wide range of stakeholders	Essential
h. Understanding of housing problems and commitment to identify social policy implications of issues presented and take appropriate action to influence social policy	Essential
i. The ability to put in place and maintain effective systems for monitoring service outcomes and write reports internally/externally	Essential
j. Ability to be self-servicing and manage most of your own typing, filing and own general admin needs	Essential
k. Ability to use computer and information technology including case management information systems and proficient in Microsoft operating systems (Word, Excel, and Office)	Essential

3. General

a. A clear commitment to and understanding of equality and diversity in relation to service provision and management. Sensitivity to cultural differences, and the ability to work in diverse settings	Essential
b. A commitment to ongoing professional development	Essential
c. Second language	Desirable

Unpaid Work - Where experience is stipulated, equal weight will be attached to experience gained whether in a paid or unpaid capacity.

Guidance notes on completion of application form, short-listing and interview

The recruitment panel will only consider information contained in your application form and will assess this against the person specification when deciding who to short list for interview. It is therefore very important that you complete the form clearly and that you provide as much information as possible.

Enclosed you will see a person specification for the job. This lists the essential requirements for the post. The **Supporting Statement section 3** of the application form is the **most important part** of your application. **You will not be shortlisted unless you have clearly demonstrated how your skill, knowledge and experience meet the essential requirements of the person specification.** You should go through the essential requirements **point by point (using the numbering/lettering)** and, drawing on your current and past work experience, voluntary work, training, knowledge, skills and life experiences to show how you meet each essential requirement **by addressing each in turn**. You should be clear and concise and limit your statement to **no more than four sides of A4**.

If you are short-listed, you will be invited to an interview where the questions will directly relate to the person specification. You may be required to take a short test/s or make a presentation relating to the skills required for the job.

CENTRE 70 APPLICATION FOR EMPLOYMENT SUPPLEMENTARY FORM

STRICTLY CONFIDENTIAL

This part of the form will be detached before the shortlisting process is undertaken

EQUALITY AND DIVERSITY

Centre 70 are committed to the active promotion and support of equality, diversity and opportunity both in the way services are delivered and in our role as an employer.

Centre 70 declares its intention not to discriminate against anyone on the grounds of age, disability, race, colour, ethnic or national origins, religion or belief, gender or gender reassignment, marital or civil partnership status, pregnancy or maternity, class, sexual orientation or caring responsibility.

Individuals are selected and promoted on the basis of their merits and abilities for a post.

All applicants who are disabled and meet the essential criteria will be offered an interview.

We monitor the gender, age, ethnic origin and disabilities, and sometimes other information, of job applicants to help determine if our equality and diversity policy is effective. You are asked, therefore, to provide the information outlined below. The personal information will not be made available to the shortlisting panel.

This information will only be used to monitor Centre 70's Equality and Diversity policy and will be treated confidentially.

APPLICATION DETAILS (Please write in BLACK INK or type)

Title Surname/Family Name:

First Names: Previous Surname/Family Name:

Address: Post code

Telephone number where you can be contacted:

Daytime: Evening:

E-mail address:

EQUALITY AND DIVERSITY MONITORING

PLEASE TICK OR COMPLETE THE APPROPRIATE BOXES. PLEASE LEAVE BLANK IF YOU PREFER NOT TO ANSWER ANY QUESTION

GENDER: Male: Female: Other (please specify)

ETHNIC GROUP: Which of the following best describes your ethnic origin:

ASIAN OR ASIAN BRITISH:

Indian

Pakistani:

Bangladeshi:

Any other Asian background:

(please specify):.....

BLACK OR BLACK BRITISH:

Caribbean:

African:

Any other Black background

(please specify):.....

CHINESE

WHITE:

British

Irish:

Any other White background

(please specify):

MIXED:

White and Black Caribbean

White and Black African

White and Asian

Any other Mixed background

(please specify):.....

ANY OTHER ETHNIC GROUP

SEXUALITY: Heterosexual Gay/Lesbian Other

GENDER RE-ASSIGNED No Yes

RELIGION AND BELIEF Christian (all) Muslim Hindu Buddhist

Sikh Jewish None Other.....

MARITAL STATUS Married/cohabiting Single Separated Divorced Widowed

DISABILITY Not considered disabled Physical Sensory Serious Illness

Learning Mental Health Cognitive Unknown Other.....

WHERE DID YOU HEAR ABOUT THE VACANCY:

DISABILITY:

Do you have any specific requirements that will help you in the recruitment/selection process requiring specific provision? YES / NO *If yes, please specify:(*delete as applicable)

CONVICTIONS:

All application forms are scrutinised with the aim of putting the interests and protection of young and vulnerable people first. Because you will have access to vulnerable people, we will carry out Disclosure and Barring Service checks. The amendments to the Exceptions Order 1975 (2013) provide that certain spent convictions and cautions are 'protected' and are not subject to disclosure to employers, and cannot be taken into account. Guidance and criteria on the filtering of these cautions and convictions can be found on the Disclosure and Barring Service website www.gov.uk/government/news/disclosure-and-barring-service-filtering. Please check www.gov.uk/dbs for details of the Rehabilitation of Offenders Act (including when convictions become spent and those spent convictions that still need to be declared) .

Have you ever been convicted of any offence or are there any proceedings pending against you which need to be declared? YES / NO If yes, please provide details on a separate sheet.

Are you aware of any police enquiries undertaken following allegations against you which may have a bearing on your suitability for this post which should be declared? YES /NO If yes, please provide details on a separate sheet.

WORK PERMIT:

Section 8 of the Asylum and Immigration Act 1996 requires all employers in the UK to make basic document checks on every person they intend to employ (i.e. before the person begins working, which we will do if you are offered the post). Employing someone who is not legally entitled to work is a criminal offence. More information on the requirements can be found on the Home Office Website www.ind.homeoffice.gov.uk

Are you required to have a work permit? YES/NO If yes do you have a permit?

DECLARATION:

In accordance with the Data Protection, see privacy notice attached, I give my consent for the information contained in this form, including any defined as “sensitive personal data”, to be processed in accordance with the policies of C70 for the purposes of recruitment and employment. I understand that if I am appointed, this application form will form part of my personal file and that if I am not appointed it will be destroyed after a reasonable period.

I confirm the information I have supplied is, to the best of my knowledge, true and accurate and I am legally entitled to work in the UK. I understand that deliberate misrepresentation or omission of factual information may lead to dismissal/legal action.

Where the post is a senior management post, you confirm you are not disqualified from holding the position under the Charity Commission rules. <https://www.gov.uk/guidance/automatic-disqualification-rules-for-charity-trustees-and-charity-senior-positions>

I certify that the stated information on this application form and in any letter supporting my application is correct and complete, and that any misleading statements may be sufficient for cancelling any agreements made.

Signature:

Date:

FOR OFFICE USE - NUMBER:

CENTRE 70 APPLICATION FORM

46 KNIGHTS HILL, LONDON SE27 0JD
Tel: 020 8670 0070 Fax: 020 8761 3255
www.centre70.org.uk
E-mail: recruitment@centre70.org.uk

Please complete in type or in black pen in block capitals.

Closing date: 12 noon 29 August. (Interviews scheduled Thursday 5 September)

APPLICATION FOR APPOINTMENT AS HOUSING CASEWORKER

Referees:

Please give the name and address of your present or most recent employer and one other person who knows you well. References will only be taken up on appointment.

1. Your present or last employer:		2. Your other referee:	
Name		Name	
Address		Address	
Email		Email	
Relationship		Relationship	

Are you related to any employee, member of the Board of Trustees or in any other way associated with Centre 70?

NO		Yes, describe nature of relationship	
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Section 1 - Employment History (most recent job first)

PLEASE ALSO PROVIDE DETAILS OF ANY GAPS

Name & address of employer	Post held and summary of duties State if paid and salary or unpaid	Dates		
		Hours pw	From	To

Section 2 - Education & Training

Institution attended/course provider	Exams & grade and/or description of course and contents summary	Dates	
	<i>Include housing specific courses</i>	From	To

Section 3 - Supporting statement (Typed/word-processed)

Important – PLEASE READ THE ATTACHED GUIDANCE NOTES ON COMPLETION OF THE FORM FIRST. Please read the person specification (attached) and, **taking and addressing each numbered essential requirement point in turn**, say why, with examples, you meet the essential requirements and are qualified for the post, referring to your knowledge and experience, current or past duties at work, training, volunteering or personal interests and hobbies, life experiences etc. ***You should limit your statement to no more than four sides of A4.***

PLEASE READ THE NOTES ABOVE HOW TO COMPLETE THIS SECTION REFERENCING THE PERSON SPECIFICATION NUMBERING, FOR EXAMPLE FOR SECTION 1 OF THE PS, ADDRESS EACH LETTER AS BELOW. THEN DO THE SAME FOR 2 and 3

1a At least one year's full time equivalent experience of Housing Law casework.

(please describe your experience including types of housing cases you have dealt with, what level of advice, routine and non routine housing advice and casework provided)

b. Ability to manage a varied caseload

c. Ability to draft appropriate documentation in all areas and procedures of Housing Law

d. Relevant experience of working in the voluntary sector and experience of working with volunteers