

Job Description

Job Title	Advice Caseworker (Housing)
Location	4 Worcester Street, Oxford. We expect staff to be on-site up to 100% of the week during full term time and 60% of the week during vacation periods
	15 hours per week (0.4 FTE), normally between Monday-Friday 9am-5pm, with some occasional out of hours work. Working pattern will be discussed with the successful candidate.
Contract	1-year fixed term, with scope to extend. Any extension beyond the initial term will be subject to funding availability, service need, and organisational review.
Salary	£31,637 pro-rata'd (£13 186 actual). Subject to Cost of Living Award increases.
Reporting to:	Welfare and Representation Manager

Job Purpose

- Launch a Housing Advice provision within the established Oxford SU Advice service to improve early intervention and resolution of housing issues
- Strengthen coordination between Oxford SU, colleges and existing University welfare and accommodation support
- Develop mutually beneficial relationships with a range of internal and external stakeholders, including but not limited to: Landlords, Letting agencies, Oxford City Council.
- Generate evidence to inform a sustainable long-term model for housing advice provision

Responsibilities

Outreach & Development (approximately 40% of the role)

- Produce and maintain clear Oxford-specific guidance on common student housing issues in easily accessible formats to be utilised across the collegiate University.
- Develop a suite of workshops, briefings and digital content to increase awareness of housing rights and considerations at key pressure points.
- Work across the collegiate University and local organisations to map and strengthen referral pathways, including identification of duplication, gaps and opportunities for more coordinated support across the collegiate University.
- Develop mutually beneficial relationships with a range of internal and external stakeholders, including but not limited to: Landlords, Letting agencies, Oxford City Council.
- Provide support for Open Days, Freshers Fair and other outreach events.

Casework (approximately 40% of the role)

- Be the primary point of contact for all housing related enquiries, responding to student requests in a timely, appropriate and professional manner.
- Provide in-depth, impartial and non-judgemental advice and information to students on relevant Housing legislation, referring them to appropriate sources of assistance where necessary.
- Support students throughout their case by providing clear, impartial advice on appropriate options, reviewing correspondence and contracts, and occasionally supporting them at meetings, ensuring a non-judgemental and supportive approach at all times.
- Manage own caseload, prioritising in accordance with Oxford SU Advice procedures and keeping accurate and confidential case records.
- Ensure all casework conforms to the policies and procedures of Oxford SU Advice including but not limited to: Data Protection, Complaints, Confidentiality, Conflict of Interest, Safeguarding.

- Keep up to date with legislation, policies and practices relevant to student housing, including the Renters Rights Bill.

Policy: (approx. 10% of the job role)

- Produce an evidence-based evaluation report with recommendations for a sustainable long-term model for Housing Advice at Oxford SU
- Consistently and accurately track trends and insights on case management system.
- Work with the Advocacy Manager to proactively identify policy issues and trends from casework to support representation and insights work.
- Seek students' informed consent to collect anonymised case studies for use in data and insights work.

General (approx. 10% of the job role)

- Promote the purpose and behaviours of Oxford SU through interactions with internal and external stakeholders.
- Adhere to and promote Oxford SU's policies and organisational values
- Attend meetings and training events as required.
- Engage in regular 1:1s and team meetings.

Person Specification

	Essential	Desirable
Qualifications		<ul style="list-style-type: none"> - Relevant professional qualification e.g. Information, Advice and Guidance; Advice Management; Community Engagement) - Evidence of Continued Professional Development
Experience	<ul style="list-style-type: none"> - Providing advice, guidance or casework support to individuals, particularly in complex or sensitive situations (in either a paid or voluntary capacity) - Managing a caseload, including prioritising competing demands and maintaining accurate confidential records - Producing clear, accessible written information for a non-specialist audience - Delivering outreach activities such as workshops, briefings or events 	<ul style="list-style-type: none"> - Use of a Case Management system - Providing advice in a student-facing environment
Knowledge & Expertise	<ul style="list-style-type: none"> - Understanding UK housing law and practice including tenancy agreements, landlord/tenant rights, licenses to occupy and dispute resolution 	<ul style="list-style-type: none"> - Understanding of current and emerging housing legislation (e.g. Renters Rights Bill) and the impact on students, in particular international students

	<ul style="list-style-type: none"> - Understanding of the issues affecting students housing in Higher Education 	<ul style="list-style-type: none"> - Understanding of collegiate University structures - Issues relating to Equality, Diversity and Liberation
Skills	<ul style="list-style-type: none"> - Ability to explain complex housing issues clearly, both verbally and in writing, adapting style for different audiences - Active listening and empathetic communication during distressing situations - Attention to detail in reviewing contracts, correspondence and maintaining records - Sound administrative skills including competency with standard IT software including Microsoft Outlook and Teams - Ability to create engaging guidance materials, workshops and digital resources - Interpersonal skills and ability to build relationships across a complex collegiate system 	<ul style="list-style-type: none"> - Effective case management in an independent manner without close supervision - Ability to understand the complexity of cases and tailor advice and information accordingly
Values and Behaviours	<ul style="list-style-type: none"> - Flexible and hard working with a proactive working style - Empathetic and non-judgemental for students whilst remaining boundaried - Consistently striving to offer excellent, high quality and consistent support - Commitment to providing an inclusive, non-judgemental service that is accessible to all students, regardless of their circumstances or choices - Able and willing to demonstrate Oxford SU's values 	