



Safer Renting Paid Caseworker Internship Recruitment Pack

Closing date for applications Monday 5 February 2019

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Cambridge House

Paid Internship Programme 2019-2020

Safer Renting Caseworker

Cambridge House is offering a 12-month fulltime paid internship for a high achieving graduate or postgraduate who wishes to pursue a career in tenancy rights advocacy in the charity and social enterprise sectors.

Our internships include training and could lead to permanent paid positions.

Candidates must be highly proactive, creative and enthusiastic individuals willing to take on a variety of tasks in a collaborative manner.

The Intern will be paid the London Living Wage which is currently £18,564 rising to £19,201 per annum on 1 April 2019.

Closing date for applications: **6pm on Monday, 5 February 2019**

Welcome

I am delighted that you are considering joining the team at Cambridge House. This recruitment pack includes some information about this internship and our organisation that I hope you will find useful.

Our vision

We pursue a vision of a society without poverty where all people are valued, treated equally and lead fulfilling and productive lives.

Our history

As one of the UK's pioneering university settlements, Cambridge House was founded to promote social justice in South London's 19th century 'slum' neighbourhoods. In 1889 we began working at a 'grass roots' level to empower local people to tackle the social problems created by urbanisation and industrialisation. Established in 1893, the Law Centre is one of the oldest free legal advice services in the UK.

The ideological principles driving the work of the settlement movement contributed to the 1906 Liberal welfare reforms and the creation of the 20th century's welfare state.

Today the welfare state is retracting and the financial restrictions arising from welfare reforms are disproportionately affecting the communities in which Cambridge House works. These neighbourhoods include a high proportion of wards which are in the most deprived 5-20 per cent nationally.

The 21st century context for our work

As austerity measures and far-reaching welfare reforms come into full effect we are driven to address their combined effects on existing levels of poverty and the equity and cohesion of society.

Against the backdrop of diminishing levels of social security, we are seeing poverty in our communities increase most drastically because of complex, cumulative and varied combinations of need. This context requires us to invest in:

- i) Our communities by providing targeted support and advice to those most adversely affected: individuals and families facing a build-up of problems across several aspects of their lives.
- ii) Systems changing activities that increase society's capacity to tackle poverty and social injustice.

In 2017/18 we provided services to 187,000 people across the following portfolio:

i) **Social Justice Services**

- **Safer Renting**
Specialist advice, support and advocacy for vulnerable tenants of criminal landlords.
- **Independent Advocacy**
Care Act, NHS Health Complaints, Mental Health (IMHA) Mental Capacity (IMCA) and independent professional and community advocacy for adults and children.
- **Law Centre**
Free, independent and expert legal services in housing, employment and welfare benefits. We also undertake public law challenges within welfare benefits and or housing law issues.

ii) Education and Inclusion Services

▪ **Youth Empowerment**

Medium to long-term, intensive and wrap-around schemes for excluded 16 to 25-year olds.

▪ **Disabled Peoples' Empowerment**

Arts, sports, life skills and wellbeing clubs for disabled children and adults.

iii) Our people's social action centre

We manage our building as a community anchor so that it is a focal point for local communities and civic activity, a home for voluntary and community organisations, and a space where local people and statutory agencies can come together to promote and bring about positive social change.

iv) Research and knowledge exchange projects

We organise activities that generate and collate evidence of what delivery strategies are most effective at tackling poverty and social exclusion at a local level and establish opportunities for evidence sharing and knowledge exchange.

As a member of Cambridge House's Safer Renting team, this role will include the provision of high quality advice and advocacy in tenancy rights for victims of rogue landlords.

An internship at Cambridge House offers you the opportunity to:

- i) Gain valuable and structured work-based knowledge, insight and experience in a supportive, diverse and professional third sector environment.
- ii) Receive professional training and support.
- iii) Develop marketable job skills which are transferable to other jobs and sectors.
- iv) Examine, explore and clarify your career goals and options.
- v) Test your personal aptitudes, abilities, and interests in relation to your career choices.
- vi) Develop references and professional contacts.
- vii) Potentially progress into permanent employment at Cambridge House.

As an organisation we are particularly keen to ensure that our staff reflect the diverse nature of the community in which we work. We value diversity and warmly welcome applications from disabled people, the LGBTQ communities and people from ethnic minority backgrounds.

Working at Cambridge House is immensely rewarding. If you would like to be part of this very special organisation and believe that you can contribute to our business development, we welcome an application from you. For more information about Cambridge House, please visit our website www.ch1889.org.

Yours sincerely



Karin Woodley
Chief Executive

The Cambridge House Safer Renting Service

Protecting tenants who are victimised by criminal landlords

Safer Renting was established in 2016-17 to tackle the needs of a growing cohort of medium to low income individuals and families driven into inadequate housing and poverty by sharp private rental price increases, low wages, and Local Housing Allowance insufficiencies. In addition, the ending of a private tenancy has become the leading cause of homelessness, accounting for 41% of all cases in London. Safer Renting helps to keep residents in their homes and off the streets, thereby bolstering the strength and resilience of our communities.

The objectives of Safer Renting are:

1. Preventing homelessness, particularly by intervening in illegal evictions.
2. Supporting private renters to negotiate better conditions in their homes.
3. Enabling private renters to leave a criminal landlord on their own terms, with compensation whenever possible.
4. Informing government policy and best practice by analysing and communicating how criminal landlords are exploiting the London housing crisis at the expense of tenants.

The service has established itself as a successful pathfinder, providing specialist outreach advice and advocacy to referrals from local authority Private Rented Sector (PRS) enforcement teams and working to encourage effective multi-agency interventions for tenants of criminal landlords.

During 2017-18 the service worked with:

- 170 client households
- 4 local authorities (Waltham Forest, Enfield, Hounslow and Croydon)

Our users were:

- 43% families with dependent children
- 45% of clients were black or minority ethnic origin
- 38% were white migrants, predominantly from the EU
- 57% of clients were single or adult only households
- 16% only were white British
- 50% of the client group would have been eligible for homelessness assistance under 'in priority need'
- 78% were under threat of homelessness and needed support to sustain their tenancy

Our outcomes included:

- 75% of clients achieved their desired outcome of tenancy sustainment
- 24% were supported to relocate on their own terms

In addition to casework with tenants of criminal landlords, Safer Renting is undertaking policy development, research and developing training schemes in private sector housing rights advice and advocacy.

Job Description and Person Specification

Job title:	Safer Renting Caseworker Intern
Responsible to:	Safer Renting Manager
Location:	Cambridge House
Salary:	London Living Wage £18,564 increasing to £19,201 per annum as at 1 April 2019
Contract:	12 months
Working Hours:	35 hours per week
DBS:	Enhanced

1. Job Purpose and Objectives

As a member of the Safer Renting team, the purpose of this role is to:

- a) Provide high quality advice and advocacy in tenancy rights for victims of rogue landlords.
- b) Promoting awareness of the activities of known rogue landlords across boroughs.
- c) Raising awareness among the civil judiciary of tactics used by landlords to obtain possession orders fraudulently.

2. Main Duties and Responsibilities

- a) Receive referrals and liaise with referring local authority, loading referral information onto our bespoke case management database.
- b) Undertake triage assessments of cases referred to Safer Renting and assign appropriate caseworkers.
- c) As approved and supervised by an experienced casework manager:
 - i) Assess casework information and identify potential routes of redress in civil and criminal law.
 - ii) Interview clients to identify casework objectives and assess viability.
 - iii) Advocate on behalf of clients with landlords, agents, local authority departments as appropriate.
 - iv) Negotiate with landlords and agents for out of court settlements.
 - v) Refer to legal aid solicitors where appropriate.
 - vi) Support litigants in person unable to arrange representation for themselves in defence and counterclaims.
 - vii) Attend court supporting tenants where necessary as Litigation or McKenzie Friends.
 - viii) Identify other agencies with powers or resources to support clients and signpost as necessary.
 - ix) Assist clients to prepare their own witness statements.
 - x) Assess and advise on homelessness entitlement.
 - xi) Keep detailed records on AdvicePro of all casework.
 - xii) Participate in case reviews with fellow caseworkers on casework options as required.

3. General Responsibilities

- a) To attend a programme of desktop, classroom based and experiential job-training.
- b) To keep abreast of the overall work of Cambridge House.
- c) To participate in regular supervision and annual appraisal, and to be committed to own professional development.
- d) To participate in internal/external meetings as required, to attend conferences and other functions, and to contribute to general management decision making as necessary.
- e) To comply with all of Cambridge House's governance policies and procedures.
- f) To carry out any other duties commensurate with the role.
- g) To work occasional unsociable hours (evenings and weekends).
- h) Travel across, and on occasions, outside of London.

This job description is provided as a guide to the role. It is not intended to be an exhaustive description of duties and responsibilities. It will be subject to periodic revision as the emphasis on and ways of working within the role changes.

Person Specification	Essential	Desirable
Qualifications and training	<ol style="list-style-type: none"> Undergraduate degree at 2.1 or above 	<ol style="list-style-type: none"> Law Degree Masters degree or PhD in a relevant discipline
Knowledge and experience	<ol style="list-style-type: none"> Excellent working knowledge and comprehension of written English, including grammar Experience of working pro-actively and with minimal instruction Research experience Demonstrable proficiency in use of Microsoft Office including PowerPoint (intermediate), Excel (advanced) and Word (advanced) gained over a minimum of two years Experience of successfully completing tasks in a fast-paced environment and to deadlines 	<ol style="list-style-type: none"> Working in a charity/not for profit organisation Working in a small team Advice work experience Knowledge of housing law Proficiency in use of graphic design software, including Photoshop (Intermediate) and/or publishing to digital platforms
Skills, abilities and competencies	<ol style="list-style-type: none"> Confident and adept communicator with strong interpersonal and presentation skills Excellent written and oral communications skills, demonstrating the ability to liaise, influence and negotiate sensitively, tactfully and diplomatically at all levels with officers of statutory agencies, voluntary organisations and vulnerable service users Strong organisational skills and attention to detail And demonstrable ability to apply intellectual rigor and understanding, analyse, interpret, explain and summarise complex data and issues in a logical manner Excellent writing, proof reading and editing skills in English Excellent numerical ability Ability to handle multiple tasks simultaneously in a fast-paced environment, set priorities, work independently and in a team environment 	<ol style="list-style-type: none"> Financial analysis skills Ability to work flexible hours, including evenings and weekends
Personal Attributes	<ol style="list-style-type: none"> Self-motivated: always looking to develop themselves and the service. Honesty, reliability and excellent time-keeping Loyalty and a commitment to Cambridge House's work Positive, enthusiastic and friendly attitude Problem solving and 'can-do' approach Listening skills Flexible, motivated and adaptable to change Discretion Customer-focused Team-player 	

How to Apply

1. A short evidenced-focused **Supporting Statement** of no more than two sides of A4 explaining why this appointment interests you and how you meet the essential criteria in the person specification.
2. Your **Curriculum Vitae** with:
 - i) Education and professional qualifications.
 - ii) Full employment history.
 - iii) Details of your latest remuneration and your notice period.
3. The names, positions, organisations and contact details of **two referees**:
 - i) Your referees must include employers and/or academic supervisors covering the last five years.
 - ii) References will only be taken once your express permission has been granted.
4. A completed **Equal Opportunities Monitoring Form**
 - i) The information provided will be treated as confidential and used for statistical purposes only.
 - ii) The form will not be treated as part of your application.
5. We request that you inform us if you will require any special provision because of a disability should you be called for interview.
6. Email, mobile, work and home telephone numbers, as well as any dates when you will not be available or might have difficulty with the interview timetable.

Recruitment Timetable	
Closing Date for applications	6pm, Monday 5 February 2019
Interviews	Week commencing 12 February 2019
The interview dates may be subject to change and candidates will be advised in advance should this happen	
Successful applicants will be asked to take up their appointments as soon as possible.	

**Please email completed applications on or before midnight on 27 January 2019 to:
Roz Spencer: rspencer@ch1889.org**

If you do not hear from us within 14 days of the closing date, please assume your application has been unsuccessful on this occasion.

Please note that we only provide feedback to shortlisted candidates.