

APPLICATION NO: HSWPOOL/1018\_\_\_\_\_

APPLICATION FOR: **Helpline Support Worker (POOL)**

CLOSING DATE: 12.00 noon Tuesday 30<sup>th</sup> October 2018

**ALL INFORMATION WILL BE TREATED AS STRICTLY CONFIDENTIAL**

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PLEASE PRINT OR TYPE IN BLACK INK AND ANSWER ALL QUESTIONS.  
PLEASE NOTE CV'S WILL NOT BE ACCEPTED.

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**PERSONAL DETAILS**

SURNAME: \_\_\_\_\_

FORENAME(S): \_\_\_\_\_

ADDRESS: \_\_\_\_\_

\_\_\_\_\_ POST CODE: \_\_\_\_\_

EMAIL ADDRESS: \_\_\_\_\_

DAYTIME TELEPHONE NO: (STD CODE) \_\_\_\_\_

Is it acceptable to contact you at this number? YES/NO

EVENING TELEPHONE NO: (STD CODE) \_\_\_\_\_

Is it acceptable to contact you at this number? YES/NO

NATIONAL INSURANCE NO: \_\_\_\_\_

RIGHT TO WORK IN THE UK \_\_\_\_\_

YES/NO

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**FOR OFFICE USE ONLY**

REFERENCES REQUESTED:        /        /        REFERENCES RECEIVED:        /        /

SHORT LISTED FOR 1ST INTERVIEW        YES/NO        I/V DATE        /        /        TIME \_\_\_\_\_

SHORT LISTED FOR 2ND INTERVIEW        YES/NO        I/V DATE        /        /        TIME \_\_\_\_\_

ACCEPTED

RESERVE

REJECTED

**EDUCATION / TRAINING (Ensure you include those referred to as Essential and Desirable Criteria)**

	QUALIFICATIONS ATTAINED					
	Dates		Type of qualification	Subjects Passed	Grade attained	Date awarded
	From:	To:				
<b>E1</b> <b>Secondary Education</b> ( <i>name of school/college</i> )						
<b>D1</b> <b>Further Education</b> ( <i>name of university/college</i> )						

	QUALIFICATIONS ATTAINED					
	Dates		Type of qualification	Subjects Passed	Grade attained	Date awarded
	From:	To:				
<p><b>Other qualifications (e.g. Professional including name of awarding body and also include here your details/evidence of relevant qualification/s in relevant discipline/s e.g. Housing, Law, Advice</b></p>						
<p><b>D2 Evidence of completed accredited money/debt advice training</b></p>						

## EMPLOYMENT RECORD

Please start with your present or most recent employment and continue on separate sheet if necessary.

From	To	Name & address of Employer	Position Held & Main Duties	Hours per week in post	Grade/ Salary	Reason for Leaving

## **EXPERIENCE/KNOWLEDGE**

**Please note that only those candidates who have best demonstrated they meet the requirements of the post will be short-listed.**

### **Essential Criteria**

**(Please continue on a separate sheet if necessary, clearly stating your name and application number)**

**E2. Please demonstrate clearly where you have at least one year's full time (or equivalent part-time) experience, obtained within the last three years, of providing money/debt advice and housing advice to the public, using the telephone and on a face to face basis, in a social welfare context.**

**E3. Please demonstrate clearly where you have at least 6 months full time (or equivalent part-time) experience, of working in a customer/client focused environment, obtained within the last 3 years.**

**E4. Please demonstrate clearly, your experience of using IT applications including Microsoft Office, databases and telephony systems and administrative procedures in a customer focused environment.**

**E5. Please confirm that you are prepared to be flexible in regards to working hours Monday to Friday to accommodate any required shift patterns between 8.00am and 6.00pm.**

**Desirable Criteria:**

**(Please continue on a separate sheet if necessary, clearly stating your name and application number)**

**D3. Please demonstrate clearly where you have at least 6 months full time (or equivalent part-time) experience of handling complex telephone enquiries in difficult situations.**

**D4. Please demonstrate clearly your experience of listening and questioning with an ability to manage challenging situations.**

**VOLUNTARY SERVICE**

Have you been involved in voluntary service of any kind? Please give details, amount of time spent and the nature of your work.

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**HEALTH**

How many days have you been absent from work owing to illness in the last 2 years?

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**CRIMINAL OFFENCES**

(Note: Helpline Support Worker appointments are subject to satisfactory AccessNI clearance. Please refer to the 'Consent to Disclosure Application to AccessNI' within this pack for guidance and separate completion).

**Have you ever been convicted of a criminal offence?**      YES       NO

If YES please give details of offence/s:

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**Are you related to any existing member of the staff or Board Member of Housing Rights?**      YES       NO

If YES, please give details (i.e. name and nature of relationship).

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If successful when could you take up the appointment? \_\_\_\_\_

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**REFERENCES**

Please give details of two referees, at least one of whom should be your current/last employer:

**PLEASE PRINT CLEARLY ALL DETAILS**

**1**

**2**

	<b>NAME</b>	
	<b>ADDRESS</b>	
	<b>POSTCODE</b>	
	<b>TELEPHONE</b>	
	<b>E-MAIL (if applic)</b>	
	<b>CAPACITY</b>	

May we approach your current employer for a reference at this time?    YES     NO

May we approach your last employer for a reference at this time?    YES     NO

(NB AN EMPLOYER'S REFERENCE WILL BE REQUIRED BEFORE APPOINTMENT)

Please indicate clearly which of the following you wish to be considered for (tick all the boxes which apply)

Position	Yes	No
Full Time		
Part Time		
Both		

I DECLARE THAT ALL INFORMATION I HAVE GIVEN IS TRUE TO THE BEST OF MY KNOWLEDGE.

**APPLICANT'S SIGNATURE** \_\_\_\_\_ **DATE** \_\_\_\_\_

How did you learn about this job vacancy? \_\_\_\_\_

**PLEASE SEND COMPLETED APPLICATION & MONITORING FORM TO:**

**DIANE CALLAGHAN, ADMINISTRATION OFFICER, HOUSING RIGHTS, The Skainos Centre,  
239 NEWTOWNARDS ROAD, BELFAST BT4 1AF  
[diane@housingrights.org.uk](mailto:diane@housingrights.org.uk)**