

# Lesson 5

## Careers and decision making

First level

SOCs: 1-18A

Learning Intention: To begin to understand different careers, and to make difficult decisions.

Success Criteria:

- I can make decisions based on facts.
- I can explain what a housing advisor does.
- I can list three careers in a charity.

## Teacher's Notes

Please note that the statistics in this lesson are correct as of October 2017.

### Begin by watching Shelter Scotland “what we do” video

#### What Shelter Scotland do

- Shelter Scotland are a national charity helping people with bad housing and homelessness in Scotland.
- Shelter Scotland believe that everyone should have a safe, secure and affordable home.
- Shelter Scotland were formed in 1968.
- Shelter Scotland have a national free helpline for anyone in Scotland to call.
- Shelter Scotland campaign for better housing and homeless rights across Scotland by working with politicians.

#### Careers at Shelter Scotland

- Helpline – Shelter Scotland has dedicated helpline advisors who answer calls from people in need across Scotland. This is a free helpline for everyone in Scotland to call if they need help. Our advisors took 17,627 calls last year. Our helpline advisors offer people advice on homelessness, bad housing, renting, landlords, money and debt, and repairs.
- Housing advisor – Shelter Scotland has housing advisors based in Edinburgh, Glasgow, Aberdeen and Dundee. These staff offer face-to-face advice on housing and homelessness to people in Scotland who need our help. Advisors opened 13,191 cases in Scotland last year.
- Lawyer – we have a team of dedicated housing lawyers who represent people who need help with housing and homelessness in court.
- Money and debt advisor – Lots of people need advice on money, debt and rent arrears. These advisors offer people in Scotland advice on paying rent, and any help they can get from the Government.

- Fundraiser – The services above which have just been discussed cost a lot to run. Our fundraising team come up with ways for us to raise money to continue helping everyone who needs it.
- Media team – The media team make sure that our charity, and the issue of homelessness is in the news. They spread the word that we must end homelessness!
- Campaigns team – Not only do we provide services for people in need, we also try to change the law to help end homelessness. We work with politicians across Scotland to push for stronger rights for people who are facing homelessness.
- Shop manager – we have over thirty charity shops in Scotland. We receive charitable donations to these shops which help us fund our national services.

### **Career case study: a housing advisor**

As a class, read aloud Nicola's account of her work as a housing advisor. Leave this up on the board, and move onto the role play activity.

### **Activity**

Ask the class to pair up. Print the client and caseworker cards, distribute one scenario to each pair. Ask the pairs to choose between them who will be the client, and who will be the caseworker. The aim is to make a decision based on what they have learnt.

Once they have completed the first scenario, ask the pairs to swap with for another scenario. They can also change roles.

### **Discussion**

As a class, discuss what they think the advisor should have done, before revealing the answers on the answers fact slides.

### **Role play answers**

- Scenario 1 – correct answer is A  
Shelter Scotland offers advice rather than a maintenance team. The tenant has a legal right to stay in the property while the work is carried out.
- Scenario 2 – correct answer is C  
Shelter Scotland can offer some disrepair support, but not this much disrepair. In addition, staying with friends and family isn't a long term solution, and it could lead to overcrowding. That's why Shelter Scotland would persuade the council to give the lady a better home.
- Scenario 3 – correct answer is B  
The council have acted illegally, by telling the client that they are too young. When an advisor contacted the council, they accepted that they were wrong, and provided the client with a house.
- Scenario 4 – correct answer is A  
Shelter Scotland tries to resolve peoples problems through advice and support rather than providing sleeping bags. In this instance, the client was offered a cottage in a village close to the town centre the very same day.