



VACANCY INFORMATION PACK

Post No: SC690

Job Title: Independent
Housing Support Worker
Flintshire

Dear Candidate,

It is my pleasure to extend a warm welcome to you as you think about joining our organisation.

Shelter Cymru is an independent Welsh charity (not part of Shelter England or Scotland); founded on the belief that everyone in Wales has the right to a decent, secure home.

Since 1981, Shelter Cymru has helped more than half a million people fight for their rights, get back on their feet and find and keep a home. We also tackle the root causes of homelessness by campaigning for new laws, policies and solutions.

Last year, Shelter Cymru helped more than 10,000 households who were struggling with unsafe housing or homelessness through free, independent, expert housing and legal advice on the phone, online and face to face.

At Shelter Cymru, we face very real challenge. We need to raise more money if we are to help more people and we need to recruit and retain high quality staff in a tight employment market. We also want more people to support us through campaigning, volunteering and donating. But, **ultimately, we want an end to homelessness, and to put ourselves out of business, by realising a Wales where everyone has a suitable home they can afford.**

If you share our values and ambition to Fight for Home; have relevant skills and experience; and can demonstrate the passion and persistence to secure social change, I'd welcome your application.

Thank you for your interest in this role.

With best wishes,



Ruth Power
Chief Executive Officer

If this vacancy is not for you, why not join us as a volunteer? Find out about current opportunities and how to get involved by visiting <https://sheltercymru.org.uk/volunteer-pathways-programme/>

Role Description

Job Title:	Independent Housing Support Worker (Flintshire)
Reports to:	National Projects Manager
Salary:	£23,281 per annum (£11,640 pro rata, per annum)
Location:	Employees are provided with an office base but this role will be based out our Wrexham office
Hours:	17.5 hours per week
Post No:	SC690

Background to our organisation

Shelter Cymru is the people and homes charity in Wales and works for the prevention of homelessness, the improvement of housing conditions, and the right of everyone to a safe, suitable and affordable home.

We understand the damage that bad housing causes. Every day we deal with the effect it has on people's lives.

Shelter Cymru's 2025 Vision

Shelter Cymru has an ambitious vision that by 2025 the organisation will:

- **Help more people to find long- term solutions.** We want to help more people experiencing or facing homelessness, or living in unsuitable homes, to find long-term solutions to the problems they face
- **Fight for good homes.** Our policy, research, campaigning and lobbying will focus on structural drivers of need, evidenced by our casework, and underpinned by recognition of home as the foundation of people's personal, social and economic lives and their health and wellbeing
- **Build our resilience and capacity.** We want to build a resilient and sustainable organisation that is continually learning and adapting to a changing environment; where our staff, and the people we exist to serve, feel valued and empowered.

Background to post

The delivery and development of a National Housing Rights advice service is one of the primary means by which Shelter Cymru fulfils its aims and objectives of preventing homelessness and improving bad housing conditions. As a Housing Support Worker you will be expected to make a significant contribution to the successful delivery and development of these services

The main activities of the team are:

- The delivery of high quality and cost effective national housing advice and advocacy services to people in housing need.
 - The development and promotion of our services to potential partners and funders.
 - The identification and promotion of housing policy initiatives.
 - The promotion of best practice in housing policy and management through the provision of training and other information channels.
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1.0 Main Duties

- 1.1 Working as part of a small team funded by the Welsh Government Housing Support Grant, via Flintshire County Council, the post holder will deliver a floating housing support homelessness prevention service to residents across Flintshire who are tenants in the social-rented/private sector, who are owner-occupiers or who may be homeless, by providing appropriate support, information and advocacy.
- 1.2 Practical help is provided to clients on a regular basis (doing 'with' rather than 'for'), mostly by home visit, also at neutral venues, and by telephone, letter, e-mail and text to help them to obtain/maintain their accommodation. The service aims to prevent homelessness and empower clients to deal with their issues wherever possible. Tasks can include help with: budgeting, rent/mortgage arrears, claiming benefits, moving to more suitable accommodation, setting up a new home, accessing employment/training/volunteering opportunities, neighbour disputes, adaptations/repairs, medical problems, parenting.
- 1.3 Maintaining a manageable caseload of clients as agreed with the funder and supervisor/line manager.
- 1.4 Maintaining and establishing effective communication mechanisms with local authority officers, landlords and other relevant agencies
- 1.5 Helping to develop a promotional strategy for the project in conjunction with the other team members and the local authority.
- 1.6 Ensuring all casework records are accurate and kept up-to-date, accessible to other staff (where appropriate), that reports are prepared as required, and that all local casework information systems are maintained effectively.
- 1.7 Assisting with the development and implementation of strategies and policies, which will enable vulnerable people to maintain their accommodation.
- 1.8 To support the role of volunteers within the team.

2.0 Monitoring and Evaluation

- 2.1 Ensure that monitoring and reporting on the agreed Performance Indicators takes place as required by funders and Shelter Cymru.
- 2.2 To evaluate the effectiveness of the project in helping reduce repeat homelessness and ensuring sustainable tenancies.

3.0 Policy, Campaigning and Training

- 3.1 To endeavour to prevent homelessness by challenging decisions in an appropriate manner, referring cases that require Legal Advice and Assistance to the Shelter Cymru Housing Law Caseworker.
- 3.2 To identify opportunities to effect positive change to housing policy in Wales and to pursue such opportunities in liaison with the line manager and other staff.
- 3.3 To participate in agreed policy conferences, seminars and events and to respond to requests for information from the media in consultation with the line manager and other relevant staff.

3.4 To make a contribution to the public and in-house training programme and to undertake speaking engagements with outside groups as agreed with the line manager.

4.0 General

4.1 Participate as and when required in team and one-to-one meetings, and undertake, as appropriate, courses/training/other developmental activities, relevant to the role.

4.2 Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff and other subsidiaries etc.

4.3 Keep up to date with developments within Shelter Cymru and other sector-wide practices, that influence the day-to-day activities within the role, ensuring compliance with relevant legislation and any other relevant internal/external factor(s).

4.4 Ensure all activities comply with appropriate legal requirements and with Shelter Cymru policies and procedures.

4.5 Demonstrate commitment to the aims and objectives of Shelter Cymru and the implementation of its Equal Opportunities policy and Welsh Language Scheme in the workplace.

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

You will be subject to a performance review which will incorporate a review of the above duties and performance over the period.

As the post may involve working with vulnerable people, your employment will be subject to a satisfactory Disclosure and Barring Scheme check.

Role Specification – Independent Housing Support Worker

Knowledge, Skills and Experience	Essential	Desirable
Provides advice and information which may be sensitive, and which requires tact where there may be barriers to understanding/or to a non-specialist audience.	✓	
Able to communicate clearly and sensitively with people.	✓	
Excellent written skills using a variety of formats.	✓	
Experience of working with a client based group, providing both advice and support, either paid or unpaid, in the voluntary, statutory or private sectors.	✓	
Knowledge of how local authorities work, together with an understanding of the roles and inter-relations of statutory and voluntary organisations.	✓	
Experience of setting, working to and achieving agreed targets and of managing a caseload of clients	✓	
Good working knowledge of Housing and Welfare benefits, and basic debt advice	✓	
A basic understanding of Welsh Housing and Homelessness legislation	✓	
Understands dynamics of working within a team setting.	✓	
Excellent organisational skills and the ability to prioritise and effectively manage time and workload to meet deadlines/targets.	✓	
Confident in use of word, email, internet and able to maintain and input data accurately.	✓	
Full driving licence and access to a vehicle.		✓
Works flexibly which will include travelling to other locations/offices in an acceptably time-efficient manner, and on occasion, working outside usual office hours.	✓	
Able to speak Welsh fluently.		✓

Core competencies

Listed below are Shelter Cymru's core competencies. Each competency provides a list of positive behavioural indicators which we believe best describe what good performance looks like.

1. Leadership and Integrity

This is about being able to motivate teams and colleagues, having a clear vision for the team and acting fairly and responsibly in all circumstances. Also, where there is no formal leadership role, taking the lead on certain projects or initiatives.

2 Motivation and initiative

We believe that staff should make as many decisions as possible within their remit and concerning their roles and responsibilities without having to refer to managers.

3. Working co-operatively

Being able to work effectively with other team members and with other teams is essential in getting work done effectively.

4. Reliability

This is not only about being punctual and carrying through agreed actions to a conclusion, it is also about being able to perform the job with the minimum of supervision.

5. Change and adaptability

We want staff to be open minded about new ideas and methods of working. We want staff to be proactive in improving their skills and knowledge in line with new developments and opportunities. We also want staff to contribute to ideas and innovations.

6. Respect

We expect staff to reflect the key organisation attribute of respect, which is both towards other colleagues, and users of the organisation.

7. Problem solving

We expect staff not to simply identify problems but to help solve them.

8. Budget and cost aware

Whatever staff do they must consider whether it is value for money. In addition staff should be aware of team and organisational budgets and adhere to financial rules and procedures.

9. Administration

Staff are expected to complete their own personal administration requirements on time and accurately. Also, when required, to provide timely information for team or project reports.

Other Conditions

Salary	£23,281 per annum (£11,640 pro rata, per annum)
Contract type	Permanent (subject to continued funding)
Hours	Normal office hours are 9.30 am to 5.30 pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside office hours may sometimes be necessary and will be compensated for by time off in lieu.
Annual leave	29 days plus 2 concessionary days at Christmas and New Year (excluding statutory and national holidays). Annual leave and statutory holidays are calculated on a pro rata basis where applicable.
Pension	Shelter Cymru operates a contributory pension scheme. Shelter Cymru will auto-enrol you into the scheme in accordance with its auto-enrolment obligations. Full details of the scheme will be provided to you once you are enrolled, including the minimum level of contributions that you will be required to make during your membership (current contributions – employer 4% and employee 5%).
Mileage	A fixed rate allowance is payable for agreed mileage undertaken on Shelter Cymru business in a private vehicle, over and above your usual journey to your workplace/s.

Please return your completed application by email to humanresources@sheltercymru.org.uk

An application form and guidelines can be found online on our [Vacancies page](#)

Registered Charity Number: 515902