



VACANCY INFORMATION PACK

Post No: SC692

Job Title: Early Intervention Worker – My Home Denbighshire Early Intervention Project

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:	Early Intervention Homelessness Worker
Reports to:	Denbighshire Early Intervention Project Co-ordinator
Salary:	£24,380 per annum
Location:	Employees are provided with an office base but this role will be based out our Rhyl office
Hours:	28 hours per week
Post No:	SC692

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

This is an exciting and large new project to prevent homelessness at its very earliest stages, funded by Denbighshire County Council and working in partnership with Clwyd Alyn and Warm Wales.

Often, people approach homelessness services for support and assistance when at crisis stage, meaning options for help can be few and limited. By working assertively and proactively from the start, this project will offer effective assistance well before this would usually occur - we, our partners and

other organisations working together in the county will identify and engage with people much earlier on, to prevent any homelessness risk factors/problems from escalating.

The project will ensure that appropriate support is made available to individuals and families to avoid them experiencing the trauma and disruption associated with the threat, as well as the experience of homelessness.

Role summary/purpose

The Early Intervention Project will either deliver itself or provide direct links to a whole range of interventions that will prevent the risk of homelessness. These include housing, financial inclusion and welfare benefits information, guidance and support, employment, training and education services and health, well-being and social care advice amongst others. Shelter Cymru Early Intervention Workers (EIWs) are key to this approach as the first point of contact and support. At first contact, or on receipt of referrals, the EIWs will act as a triage, gathering information in order to allocate the case to the appropriate partner.

A holistic (whole person) assessment identifying all factors that may be contributing to a risk of homelessness for the individual will be undertaken. This aims to capture all the issues that may be present in the person's life. In doing this, the project will listen and seek to understand what matters to the person, the problem that they are presenting with (for example, rent arrears) as well as the other areas of their life that may be impacting on this (such as loss of employment or relationship difficulties).

The project workers will then work together with the individual to help to identify ways these may be addressed and mitigated. Where needs can be met by the project's Delivery Partners this will commence rapidly. Where there are wider needs such as mental health/well-being, employment or relationships, the person can be linked into the wider project network.

The use of the Elemental system will mean that the main delivery partners are completely connected and all using the same referral, case management and reporting system.

1.0 Main Duties

1. Involvement in promotion of the service across the county as required on an ongoing basis to raise awareness, using various mediums, and including an initial service launch
2. Assist in raising awareness of homelessness risk factors and early warning signs amongst the general public in Denbighshire
3. Carrying an agreed client caseload, building this up from when the project starts and reviewing as necessary with other team members and the Project Co-ordinator
4. Delivering the service through a variety of mediums, including phone/email/text and face to face at agreed surgery venues and homes
5. Making referrals for further support and advice for clients, both to project delivery partners and to relevant agencies outside the partnership. Obtaining feedback about outcomes for referred clients
6. Ensuring with project colleagues that the voices of those with lived experience of housing/homelessness issues are heard and utilised within ongoing service delivery
7. Being aware of project KPI's, outcomes and indicators and individual/team performance against these when necessary
8. Ensuring that project information is recorded and reported as required by the funder
9. Building upon and strengthening the existing links project partners possess with organisations based in Denbighshire, as well as forming new ones
10. Work as required with the wider community of partners/frontline staff/volunteers and other stakeholders across Denbighshire to identify and engage with at-risk citizens

2.0 General

- 2.1 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.
- 2.2 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.
- 2.3 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).
- 2.4 Ensure all activities comply with appropriate legal requirements and with Shelter Cymru policies and procedures.
- 2.5 Demonstrate commitment to the aims and objectives of Shelter Cymru and the implementation of its Diversity policy and Welsh Language Scheme in the workplace.
- 2.6 To support the work of volunteers and other placements as requested.

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.

Job Specification – Early Intervention Worker

Knowledge, Skills and Experience	<i>Essential</i>	<i>Desirable</i>
Problem solving as and when required, showing flexibility and embracing change to ensure that project aims and the needs of service users are met	✓	
Ability to engage successfully with a wide range of stake holders and to form effective partnerships between agencies in order to achieve a common goal		✓
Working knowledge of Welsh homelessness legislation	✓	
Relevant life experience of working with a client based group, providing both advice and support, either paid or unpaid, in the voluntary, statutory or private sectors		✓
Experience of whole person, person led, strengths based and trauma-informed approaches to support		✓
Good working knowledge of Housing and Welfare benefits, and basic debt advice	✓	
Experience of setting, working to and achieving agreed targets and of managing a caseload of clients		✓
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.	✓	
Previous experience of working in a team setting.		✓
An understanding of the housing and voluntary sector in Wales.	✓	
Knowledge of how local authorities work, together with an understanding of the roles and inter-relations of statutory and voluntary organisations.		✓
Excellent organisational skills and able to effectively manage time and workload to meet deadlines/targets	✓	
Confident in use of Microsoft Office packages, email, internet and able to maintain and input data accurately	✓	
Able to speak Welsh fluently.		✓
Full driving licence and access to a vehicle.		✓
Works flexibly which will include travelling to other locations in an acceptably time-efficient manner, and on occasion, working outside usual office hours.	✓	

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	£24,380 per annum
Contract type	Post initially funded from 1 April 2023 – 31 March 2024 (subject to further funding thereafter)
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.
Location	We are developing a flexible and hybrid working approach for all staff, with a minimum of one day per week working in the office and have offices across Wales (Cardiff, Swansea, Rhyl, Felinheli and Wrexham)

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