



# **VACANCY INFORMATION PACK**

Post No: SC686

Job Title: Housing First Gwynedd Support  
Worker

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 (i.e. not part of Shelter England/ 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 nearly 20,000 people who were struggling with bad housing or homelessness through free, independent, expert housing and legal advice on the phone, online and face to face.

At Shelter Cymru, we face a very real challenge; we need to raise more money if we are to help everyone in Wales who need us – both now and in the future. We need to develop more services to support more people and we also want more people to support us through campaigning, volunteering and donating.

Everyone in Shelter Cymru, whatever they do, contributes to these aims.

**And you too can make a difference.**

If you feel passionate about helping us to end homelessness in Wales and have the skills we're looking for, we'd love to hear from you.

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 [www.sheltercymru.org.uk/volunteer](http://www.sheltercymru.org.uk/volunteer)**

## Role Description

**Job Title:** Housing First Gwynedd Support Worker

**Reports to:** Housing First Gwynedd Co-ordinator

**Salary:** £23,282 per annum

**Location:** Felinheli

**Hours:** 35 hours per week

**Post No:** SC686

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### 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.

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## Shelter Cymru's Vision

Shelter Cymru has an ambitious vision to:

- Help more people each year and offer increased access to its services through a wide range of channels
- Establish a mass movement of passionate and influential campaign supporters
- Become more financially independent through a substantial growth in fundraising
- Ensure the voice of people with the lived experience of homelessness and housing need influences all our work

## Background to post

Housing First Gwynedd is an exciting project designed to provide a rapid and permanent exit from homelessness for people with complex and multiple needs, which mainstream services have not been able to successfully support. The service has been designed to be delivered in close fidelity with the following Housing First Principles:

- People have a right to a home
- Flexible support is provided for as long as is needed
- Housing and support are separated
- Individuals have choice and control
- An active engagement approach is used
- The service is based on people's strengths, goals and aspirations
- A harm reduction approach is used.

Working across Gwynedd in partnership with statutory and 3<sup>rd</sup> sector organisations, with accommodation supplied by social or private landlords, Housing First Gwynedd will offer a direct route from homelessness to the security of a settled home. Some support during a stay at temporary accommodation is also being provided by the project.

A high level of personalised support is available, along with access to other services needed to meet health and well-being needs and to promote social and economic integration. Accommodation isn't contingent on accepting support, and the project works with individuals on their own terms, at their own pace, with the primary aim of maintaining tenancies.

## Role summary/purpose

You will be part of a small team who will together support a low number of individuals, with significant histories of homelessness or unstable housing, coupled with a very high and complex level of needs. You will work closely with partner agencies to identify and engage with people who will benefit from a Housing First approach, securing suitable accommodation from our social housing partners or private

landlords. You will be able to demonstrate your commitment to Housing First principles by providing flexible and personalised support to tenants for as long as it is required, with the primary aim of maintaining housing stability.

## Key responsibilities

### 1.0 Support

- 1.1 To engage actively and positively and build trusting relationships with people experiencing extended periods of homelessness or unstable housing, who have high/complex needs.
- 1.2 In conjunction with the Housing First Co-ordinator and partner organisations, assess referrals to the project against the agreed criteria.
- 1.3 Use an informal approach to assess peoples' needs and work with them to meet those needs in a way that gives them choice and control.
- 1.4 Provide high quality, flexible, personalised support which focuses on an individual's strengths, goals and aspirations, using a range of therapeutic techniques such as motivational interviewing and trauma informed practice.
- 1.5 Provide practical support to set up and maintain tenancies, including claiming relevant benefits and financial inclusion advice, obtaining furniture and decoration for accommodation, getting repairs done, support to manage visitors and relationships with neighbours and landlords.
- 1.6 Adopt a harm reduction approach to support, focusing on minimising problematic substance use, making use of relapse prevention techniques and ensuring people are able to access local services are linked into the local recovery community when they are ready.
- 1.7 Work with colleagues to manage a small shared caseload.
- 1.8 Carry out risk assessments, and create plans for managing risks.
- 1.9 When working with vulnerable adults, ensure at all times their wellbeing is safeguarded and that any concerns are quickly addressed and reported as appropriate. Also ensure that all relevant legislation, guidance, policy and practice is observed when providing support and lone working.

### 2.0 Partnership working

- 2.1 Promote Gwynedd Housing First widely to stakeholder organisations to ensure awareness of the project and receipt of appropriate referrals.
- 2.2. Maintain effective working relationships with a wide range of statutory and 3<sup>rd</sup> sector organisations including health, mental health, substance misuse, social care, criminal justice, housing, advice services, employment/training to ensure that people have access to the services/support they need.
- 2.3 Work with social and private landlords to secure suitable accommodation for people as quickly as possible, and to foster good landlord/tenant relationships during the tenancy.
- 2.4 When required, attend multi-agency meetings, such as MAPPA or MARAC, safeguarding or case conferences on behalf of people supported through the project.
- 2.5 Build relationships with local communities to create opportunities for social integration and belonging.

### 3.0 Co-production

- 3.1 Ensure that support provided is fully co-produced with residents and adheres to the Housing First principles of choice and control.
- 3.2 Contribute to the creation of opportunities for people to become involved in the design and delivery of Housing First Gwynedd, for example through residents' forums, peer mentoring and consultation.
- 3.4 Promote opportunities for Housing First Gwynedd residents to participate in Shelter Cymru's other service user forums, such as the Take Notice Project.

### 4.0 General

- 4.1 Ensure that all records are kept up-to-date, accessible to other staff and that all referral and information systems are maintained effectively.
- 4.2 Assist in the development and implementation of strategies to promote Gwynedd Housing First to other agencies and potential funders.
- 4.3 Assist in the development of team work-plans, within the overall planning procedure, and to be responsible for individual performance against agreed objectives.
- 4.4 Participate in policy conferences, seminars and events and to respond to requests for information from the media in consultation with your line manager and other relevant staff
- 4.5 Make a contribution to the public training programme and to undertake speaking engagements with outside groups as agreed with your line manager
- 4.6 Identify opportunities to effect positive change to housing policy in Wales and to pursue such opportunities in liaison with your line manager and other staff
- 4.7 To support the work of volunteers and other placements as requested.
- 4.8 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.
- 4.9 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.
- 4.10 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).
- 4.11 Ensure all activities comply with appropriate legal requirements and with Shelter Cymru policies and procedures.
- 4.12 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: Housing First Worker*

Knowledge, Skills and Experience	Essential	Desirable
Knowledge of and commitment to the Housing First principles	✓	
Experience of working with homeless people with complex and multiple needs and the ability to build effective relationships with them	✓	
Ability to provide strengths-based support, using a range of therapeutic techniques such as trauma informed practice, motivational interviewing and solution-focussed therapy, in line with Housing First principles	✓	
An understanding of the causes and effects of rough sleeping and entrenched homelessness	✓	
Excellent verbal communication skills and the ability to communicate effectively in both one-to-one situations and to larger audiences	✓	
Experience of developing and maintaining successful working relationships with internal and external stakeholders	✓	
Ability to observe professional boundaries, to appropriately manage risk and to safeguard personal safety and the safety of others	✓	
Knowledge of housing, welfare benefits and social care and criminal justice systems in Wales	✓	
Ability to manage conflict and challenging situations	✓	
Ability to lone work and exercise personal judgement in decision-making	✓	
Excellent organisational skills and the ability to prioritise and effectively manage time and workload	✓	
Knowledge of the voluntary sector in Wales	✓	
An understanding of team dynamics and ability to work within a team settings	✓	
Ability to work flexibly and creatively, adapting to the needs of the individual, including travelling to other locations, working on an outreach basis and outside usual office hours as required	✓	
Knowledge of harm reduction techniques and practice	✓	
Confident in use of word, excel, email, internet and able to undertake own administration including maintaining accurate records and data input.	✓	



Full driving licence and access to a vehicle.		✓
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 pro-active 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	£23,282 per annum
Contract type	Funding in place until March 2024
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	During the current period of uncertainty around Covid-19, most of the team are temporarily working remotely, however following any general return to office working the post will be based at one of our offices in Wales. Shelter Cymru is working with staff to offer a form of hybrid working moving forwards.

Please return your completed application by email to [humanresources@sheltercymru.org.uk](mailto:humanresources@sheltercymru.org.uk) or by post to:

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

Registered Charity Number: 515902