



# **VACANCY INFORMATION PACK**

Post No: SC697

Job Title: Private Rented Sector Support  
Worker – My Home Denbighshire 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

<b>Job Title:</b>	Private Rented Sector Support Worker – My Home Denbighshire Project
<b>Reports to:</b>	My Home Denbighshire Project Co-ordinator
<b>Salary:</b>	£24380 per annum (£14,628) pro rata
<b>Location:</b>	Employees are provided with an office base – this role will be based at our Rhyl office
<b>Hours:</b>	21 hours per week
<b>Post No:</b>	SC697

---

## 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

My Home Denbighshire is a large and exciting project working practically across the county to prevent homelessness at its very earliest stages. It is funded by Denbighshire County Council, and provided in partnership with Clwyd Alyn.

Very often, people approach homelessness services for support and assistance when at crisis stage, and options for help can then be few and limited. By working assertively and proactively, this project offers effective early intervention and support - we, our partners and other organisations working together in the county identify and engage with people to prevent any homelessness risk factors/problems from escalating towards potential loss of a home.

We know that a lot of homelessness in Denbighshire is due to tenancies ending in the private rented sector. The Private Rented Sector Support role will provide the operational contact for any landlords accessing the My Home Denbighshire service. As well as providing practical information and signposting for landlords/agents in relation to a property, the post will also provide early intervention support to PRS tenants with the objective of preventing a situation escalating into homelessness. Where there is no prospect of saving the tenancy, the project team will work with tenants to seek alternatives to avoid homelessness.

## 1.0 Main Duties

1. Promotion of My Home Denbighshire to private landlords, letting agents and private rented sector tenants across the county
2. Offering private rented sector landlords and lettings agents a dedicated point of contact within the project
3. Providing a source of information and signposting for landlords where there may be initial concerns about a tenancy
4. Bringing relevant parties together, with the consent of the tenant, to address any problems around a tenancy. This may include referrals/signposting to other services
5. Further supporting tenants as appropriate, in order to prevent a tenancy from being ended
6. Providing landlords with information to access funding for improvements/remedial works to properties, including researching what is available
7. Raising awareness amongst landlords and agents of mental and physical health challenges which tenants may face, so that they are more aware and are trauma informed
8. Facilitating a positive relationship between individual landlords and tenants by providing access to mediation, if appropriate
9. Planning or attending existing meetings with local landlords as a group, to discuss any concerns/ issues they would like to raise and which the project, within its remit, could possibly help to address

10. Liaising with, and being main project point of contact for, DCC's Environmental Health team and the National Residential Landlord's Association (Wales)
- 1.3 Maintaining a manageable caseload of clients as agreed with the funder and Project Co-ordinator.
- 1.4 Maintaining and establishing effective ongoing communication mechanisms with local authority officers, landlords and other relevant agencies
- 1.5 Helping to develop a promotional strategy for the overall 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. Providing colleagues with client/case updates as necessary.
- 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, including the Renting Homes Wales Act and how this affects the private rented sector	✓	
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 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	£24380 per annum , (£14,628) pro rata
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](mailto:humanresources@sheltercymru.org.uk)  
An application form and guidelines can be found online on our Vacancies page

**Registered Charity Number: 515902**