

cefnogaeth a mwy • support and more
Gorwel



Information Pack

Children and Young People Worker - Anglesey

Cefnogaeth a mwy

GC568-00DR



Grŵp Cynefin

Mwy na thai • More than housing

1. Welcome

Dear Prospective Applicant

Do you want to be a support worker? Do you want to make a difference to the lives of people and communities – come and work for Gorwel.

We are holding a recruitment day on Saturday 11 March 2023 at Y Galeri, Caernarfon where you'll have the opportunity to hear more about Gorwel, the jobs and training available and why Gorwel is a special place to work.

If you are interested in this post details of the recruitment day are on our website and we ask that you complete the declaration of interest form on our website before **Noon, Wednesday 11 March 2023.**

GC568-00DR
Children and Young People Worker - Anglesey
Permanent Contract
35 hours per week
Location – Llangefni

Osian Elis, Chief Officer - Gorwel will give a presentation on Gorwel's services, and details of the jobs available, then you will have the opportunity to meet and chat with Gorwel staff over lunch and tea/coffee, before we conduct interviews in the afternoon.

We look forward to meeting you on the 11 March, you will find details of all the posts on our website <https://www.grwpcynefin.org/ymunwch-ar-tim/swyddi-gwag/>

Yours sincerely
Human Resources Team

2. Background

Grŵp Cynefin

Grŵp Cynefin is the only housing association with homes in each of the six counties of North Wales and North Powys. The association was formed in 2014 following the merger of two highly regarded housing associations. We own and manage nearly 4,500 homes, including extra care housing schemes for older people. We have an interest in nearly 800 other affordable homes through homebuy and shared equity schemes.

There are also two subsidiaries operating under the umbrella of Grŵp Cynefin: Conwy and Denbighshire Care and Repair, who work to help older people maintain, adapt, care and repair their homes so that they can continue to live independently in their own homes.

Gorwel

Gorwel is a business unit within Grŵp Cynefin providing high quality services to:

- support victims of domestic violence
- supporting people to avoid losing their home and preventing homelessness

We work with individuals and families, some of them tenants of Grŵp Cynefin, within four counties in North Wales: Anglesey, Gwynedd, Conwy and Denbighshire.

Our projects include refuges, supported housing schemes, children and young people's services, community support and the service of independent domestic violence advisers. On average, we support up to 650 people a week and we employ over 70 professional staff.

We have experienced and professional staff working from offices in Penygroes, Caernarfon, Llangefni, Pwllheli, Denbigh, Dolgellau and Blaenau Ffestiniog.

Gorwel provides the following services:

Anglesey Older People's Service

The project provides home based floating support to people aged 55 and over on Anglesey. The service is provided 7 days a week, 9am - 5pm and provides short, medium and long term support to enable older people to live as independently as possible. It is offered to social and private tenants as well as owner-occupiers. This project is funded by the Isle of Anglesey County Council Supporting People Team.

The type of housing support provided may include:

- Assistance with life skills and independent living skills
- Assistance with rent / mortgage / utility bill management
- Assistance with adaptations to improve accessibility in the home
- General advice and support on personal and community safety issues
- Support for establishing social and community links and activities

- Assist with managing finances and maximizing income, budgeting and claiming welfare benefits to which they are entitled
- Liaising with statutory or other professional services
- Support to access education, training and employment opportunities
- Advice and support to follow a healthy and active lifestyle
- Refer to other services where appropriate.

The project will not:

- Providing personal care such as shopping, personal washing, help with dressing or providing meals.
- Give any kind of medicine.
- Pick up anyone after a fall (we have to call the ambulance service).
- Handling money or legal documents on behalf of service users, family members or a social group

Gwynedd and Anglesey Domestic Violence Services

Refuges and support in emergencies

Gorwel provides a Domestic Violence Service in Gwynedd and Anglesey including four shelters in four confidential locations which are 24 hour emergency accommodation, 7 days a week for women and their children fleeing domestic violence

Floating Support Scheme and Crisis Prevention

The Floating Support Scheme and Crisis Intervention serves women, men and their families across Gwynedd and Anglesey.

Children and Young People's Services

Specialist provision supporting children and young people suffering from the effects of domestic violence. The scheme offers information, encouragement and emotional support to individuals in the community in Anglesey and Gwynedd.

In Dolgellau and Llangefni our One Stop Shop offers a holistic service to individuals and families suffering from domestic violence.

Independent Domestic Violence Advisors (IDVA)

Our Independent Domestic Violence Advisors offer specialist support and are available to support individuals. By working with other agencies such as North Wales Police, we can support individuals in high risk situations. In 2022/23 we would pilot a health IDVA based at Ysbyty Gwynedd. Support includes:

- Discuss type of violence - physical, sexual, harassment, stalking, emotional, jealousy
- Discuss the MARAC process
- General safety issues.
- Legal issues
- Children's issues
- Separation / and post separation issues
- Financial issues.
- Housing and property security issues.
- Health and well-being issues
- Additional support issues

Children and Young People's Service Consortium – Ar Trac

'Ar Trac' is an exciting scheme that will support children and young people who have experienced or witnessed abuse at home and are struggling in their relationships with their families and peers. By tackling these struggles, and building on childhood strengths, Ar Trac aims to reduce the impact of adverse childhood experiences associated with abuse in the home, and improve physical and mental wellbeing in later life. Using age-appropriate group and family work, alongside individual support, the project will present a unique pathway, tailored to children and young people from the ages of 5 to 16, that builds on their strengths, and is underpinned by research, co-production, and knowledge-based practice about trauma. Ar Trac will be based in 10 Welsh counties and delivered bilingually.

The scheme is funded by the Welsh Government for 3 years. It is a joint consortium with Holistic Women's Aid, Cardiff Women's Aid, Calan and Violence Services West Wales. We are pleased that funding for a further 2 years has been confirmed which provides an opportunity to stabilise the service up to March 2025.

Homelessness Prevention Anglesey, Gwynedd and Denbighshire

Gwynedd

Llys Seion

Our project at Llys Seion has six flats in Pwllheli that are available to homeless individuals and families where we can offer support and advice for independent living. The Floating Support Scheme is a Gwynedd wide service to help families and individuals to live in their homes independently.

Gwynedd Homelessness Liaison Project

The aim of the service is to provide a high quality support housing service for single people and families aged 16 and over, with multiple support needs. This might include homelessness, substance misuse, a background of crime, mental health and low level learning disability problems. The service will target those people with high support needs.

Denbighshire

Yr Hafod

Over in the Hafod, a supported housing project in Denbigh, young people aged between 16-25 from Denbighshire who need help to plan for their future are supported by encouraging them to gain tenancy management skills and access employment.

The project works closely with HWB Dinbych, who share the same building. Also within Hafod is a Floating Support Scheme available to young people aged 16-25 who need support to establish and maintain a tenancy within their community.

Service users feedback

“Lovely to have someone there, helped and supported me so much with managing my money and home.”

“They go beyond the call of duty. Support staff have been fantastic, it’s the way they talk to you, they never look down on you.”

“They gave me emotional support and support with access difficulties with my child. Been through the courts and helped me with legal things. A godsend.”

“They listen to what you have to say and respond within a reasonable time.”

“They support me very well, they are sorting my housing issues. They’ve helped me with bereavement and put me in touch with the Mental Health team.”

“I can’t praise them enough. I don’t know what I would have done without them.”

“They supported me with leisure activities to improve my mental health – access to the sailing club, computer lessons and walking groups. My support worker helped me to get a grant for my driving licence. I’m now back in employment, working part-time”.

What you will need to succeed in this role.....

You will provide the experience of a Support Worker and have knowledge of working within a charity or public sector organisation, where you have successfully mentored and supported. You will have a comprehensive awareness of supporting vulnerable people and knowledge and experience in motivating confidence, self-esteem and independence.

Your personality.....

You will be confident with the ability to work with all age groups, have great interpersonal and communication skills and the ability to build relationships and work collaboratively with a wide range of delivery partners, academic institutions and children/young people. You will be highly organised, adaptable to change, robust, resilient and enjoy motivating individuals with a passion to support children and young people.

For more information visit our website www.grwpcynefin.org

3. Equal Opportunity Statement

Grŵp Cynefin accepts the legal requirements of the Equality Act 2010 along with other legislation and their implications

Procedures are in place to overcome direct and indirect discrimination.

Grŵp Cynefin’s policies are regularly monitored and reviewed to ensure that individuals are treated fairly.

4. Job Description and person specification



CHILDREN AND YOUNG PEOPLE WORKER - ANGLESEY
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Department:	Gorwel
Accountable to:	Children and Young People Team Leader
Responsible for:	N/A
Location:	Office location in Llangefni / Working from home

Purpose of the role:

- Deliver a high standard support service to service users* experiencing domestic violence in the community with low, medium and high level needs so that Gorwel excels.
- Support the Team Leader and work with other members in the community to deliver the aims and objectives of the scheme.
- Provide support and guidance to service users experiencing domestic abuse in Gwynedd and Anglesey, focusing on positive outcomes.
- Act as the main point of contact for prospective service users / vulnerable service users, acting and prioritising according to needs and risks.
- Operate to ensure that service users receive holistic and person centred support that offers 'support and more'.

**The term 'service users' refers to men, women, children, young people, adults, older people and families.*

KEY RESPONSIBILITIES:

1. Support and listen to service users in order to provide support in a one to one or group environment using a person-centred approach.
2. Support and inspire service users to deliver domestic abuse awareness raising sessions.
3. Maintain a positive and therapeutic relationship with service users, demonstrating understanding of issues relating to trauma, attachment and personality disorder.
4. Complete the referral process and assess prospective service users, completing needs / risk assessment in accordance with the project's policies and procedures.
5. Provide practical and emotional support in order to stimulate service users to excel in their outcomes:
 - To develop safe and healthy relationships
 - To feel safe in their own home
 - To understand their experiences
 - To create resilience and positive coping strategies and develop a foundation for a happy and healthy future
 - To express themselves safely, and identify and prioritise their own needs
 - Group work – feeling a part of the community
 - To promote health and wellbeing
 - To promote better mental health
6. Acting to monitor and complete individual support plans with the service users regularly, taking responsibility to discuss the level of need, objectives, outcomes, options and progress that meet their needs.
7. Assessment of risk, deciding of the risk level and taking responsibility for planning risk management that responds to service users needs.
8. Maintain service users files in accordance with statutory requirements and the data protection act, keeping high quality, clear and concise records, making full use of the case management system Discovery / Modus.
9. Responsibility for providing specific reports on relevant matters e.g. reports for court, case conferences, serious case reports and case studies on a regular basis.
10. Respond and act promptly to inform the Team Leader regarding any concerns about Child Protection and safeguarding Vulnerable Adults, completing referrals accurately and factually for Social Services.
11. Assist service users to advocate with Solicitors, Police, Courts, CAFCASS, Education, Social Services, Health and other relevant agencies and support them through the process.

12. Provide information to individuals on relevant matters including children and young people's rights, wellbeing, social services and education establishments.
13. Organise relevant and specialist services needed by service users by signposting them to specialist services as necessary (e.g. Counselling, Children and Adolescents Mental Health Service, Substance Misuse Team, Youth Justice Service)
14. Maintain an effective work relationship with relatives and external agencies including Gorwel in-house schemes (Refuges, IDVA, floating support).
15. Lead in order to support service users to tackle poverty, completing grant applications in order to promote wellbeing.
16. Responsibility to support and encourage service users in the project to establish a positive relationship with their friends / relatives (if safe to do so).
17. Hold domestic abuse awareness sessions in organisations that provide services for children and young people (e.g. schools, youth clubs).
18. Plan and deliver a programme of creative activities for service users, encouraging them to participate in or organise community activities.
19. Contribute to promoting participation to ensure that service users can influence the services provided by Gorwel.
20. Possess knowledge about legislation relating to children and young people, domestic abuse and support.
21. Deal with administrative work relating to the role, retaining and collating data analysis which includes outcomes and monitoring statistics.
22. Confident using computers, Microsoft Office 365 and iPad.

CORPORATE RESPONSIBILITIES:	
Service Delivery	<ul style="list-style-type: none"> • Complete the work to a high standard, on time and within budget. • Respond to internal and external customers promptly and professionally. • Provide advice and support to colleagues/customers. • Present regular reports within the responsibilities of the post. • Comply with all policies and any relevant legislation.
Performance	<ul style="list-style-type: none"> • Contribute towards achieving Key Performance Standards successfully. • Work towards the aims and objectives of Grŵp Cynefin / Gorwel and support the development of the organisation.
Policies and Procedures	<ul style="list-style-type: none"> • Work in accordance with all Grŵp Cynefin / Gorwel policies and processes. • Ensure that policies and processes are consistent with legislative and regulatory requirements and good practices. • Review and suggest improvements to policies to support continuous improvement.
Financial and Budgetary	<ul style="list-style-type: none"> • Contribute to managing budgets effectively.
Other	<ul style="list-style-type: none"> • Effectively represent Grŵp Cynefin / Gorwel externally through conveying a professional and positive image at all times. • A commitment to tenant participation in all aspects of work.

The Job Description above is not a fully comprehensive list of the duties and responsibilities of the job.

There is a requirement to undertake other duties within the post's salary scale from time to time in discussion with the Manager.

The job description will be reviewed regularly and in accordance with the requirements of the service.

Any proposed changes will be discussed with the post holder.

PERSONAL RESPONSIBILITIES:	
Act in accordance with the values of Grŵp Cynefin / Gorwel: -	
Openness	Transparent in the way we work and make decisions. Ready to work together for best results.
Innovative	Innovative and willing to challenge ourselves to find new ways of operating and delivering top quality services to our customers.
Supportive	Working with passion to support our customers, colleagues and partners as well as helping our communities succeed.
Deliver	Act professionally using our expertise, to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
Respect	Respect each other, promote equality and dismiss any prejudice
Ensures confidentiality, security and integrity of data Promote and act in accordance with the Health and Safety Policy To promote equality and diversity in all aspects of the work.	

MAIN CONTACTS OF THE POST:	
Internal:	All members of staff
External:	Service users, members of the public, Women's Aid Wales, Social Services, health and wellbeing services, youth service, education department and schools, CAB, specialist agencies, providers of care and support, domestic violence service, Police, courts, CAFCASS, Youth Justice Service.

USUAL WORK ENVIRONMENT:
<ul style="list-style-type: none"> • Home visits and visits to related organisations in Anglesey. • Working from home / Working at a desk in an office. • External meetings, in partners and service users offices. • Travelling to meetings / training. • Standard office hours, with additional hours occasionally to attend meetings/activities outside office hours. • Taking part in the on call rota, 24 hours 7 days a week.

**PERSON SPECIFICATION
CHILDREN AND YOUNG PEOPLE WORKER**

All criteria are essential unless specified desirable

<p>Education and Qualifications:</p> <ul style="list-style-type: none">• IDVA, YPVA, Domestic Abuse and Sexual Violence QCF qualification (D)• A Level (2+)• Qualification in childcare, care, support or social work and/or• NVQ Level 3 (National Vocational Qualification) and/or• BTEC National Diploma and/or• BTEC ONC (Ordinary National Certificate) and/or• City & Guilds Level 3 and/or• Relevant training or experience
<p>Professional Experience:</p> <ul style="list-style-type: none">• Experience in the area of children and young people's support, domestic abuse (D)• Experience of advocacy, advice and response to children and young people's needs
<p>Skills and Knowledge:</p> <ul style="list-style-type: none">• Knowledge and understanding of the domestic abuse, children and young people and support sector• Understanding of, and the ability to work to clear boundaries – to listen and not to judge• Possess problem solving skills• Possess skills to assess and respond to needs and risks• Awareness of domestic abuse, children and young people and support policies and strategies<ul style="list-style-type: none">○ Housing Act (Wales) 2014○ Social Services and Wellbeing Act (Wales) 2014○ Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015○ All Wales Child Protection Procedures○ All Wales Protection of Vulnerable Adults Procedures• Full current driving licence• Ability to use ICT as a working tool <p>Bilingual (Welsh and English) at the following levels or higher:</p> <p>Understanding: The ability to follow routine conversations regarding work between fluent speakers in both languages</p> <p>Speaking: The ability to hold a fairly detailed conversation about routine work matters in both languages</p> <p>Reading: The ability to read and comprehend routine material and technical materion in both languages with a dictionary</p> <p>Writing: The ability to draft routine text in both languages with editorial assistance</p>
<p>Leadership and Management</p> <ul style="list-style-type: none">• Commitment to providing excellent customer service• Develop and maintain working relationships internally and externally• Represent the Association robustly and professionally

**Summary of Terms and Conditions
Children and Young People Worker**

Contract Type:	Permanent
Salary	Point 1 – 4, £21,744 - £23,758 On call allowance £20 per day / £48 at the weekend and bank holidays The post will be offered at the lowest point of the band Salary will be paid on the 20th of each month
Holidays:	36 days pro rata annual leave per year (25 core days, 3 days in lieu of the period between Christmas and New Year and the 8 statutory bank holidays in lieu) increasing to 41 days pro rata per year after 5 years service (30 core days, 3 days in lieu of the period between Christmas and New Year and 8 statutory bank holidays in lieu). <i>There is no automatic right to annual leave during the period between Christmas and the New Year or the statutory bank holidays because of the need to ensure the running of the service during this period.</i>
Travelling:	45 pence per mile
Pension:	Gorwel/Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation Period	6 months
Working hours and organisation of work	35 hours per week Monday to Friday Part of the on call rota 7 days a week Flexitime scheme in operation
Sick pay	Occupational sick pay scheme operates
Special Absences	5 days pro rata with pay during any 12 month period to care for specific dependants 2 days pro rata with pay to marry, move house, divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay following bereavement. Up to 3 months pro rata with pay to care for a close relative with a terminal illness.
DBS Check	This post is exempt from the Rehabilitation of Offenders Act 1974 and as part of the staff recruitment procedure the successful candidate will be checked by the Disclosure and Barring Service. Due to exempting Grŵp Cynefin from the impact of this Act, the successful candidate will be required to disclose all offences convicted of even if they are ones that would be spent in accordance with the Act and would not usually need to be disclosed. If the successful candidate fails to disclose an offence and Grŵp Cynefin discovers that an offence has been recorded against him or her, the contract of employment will be terminated immediately and without any further consideration.