



Information Pack

## Homelessness Prevention Support Worker

Cefnogaeth a mwy

## 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 8 March 2023.**

**GC570-00DR  
Homelessness Prevention Support Worker  
Temporary Contract for 12 months  
35 hours per week  
Location – Pwllheli / Work from home**

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:

### **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.

### **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.

### **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](http://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



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### JOB DESCRIPTION

<b>HOMELESSNESS PREVENTION SUPPORT WORKER</b>
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<b>Department:</b>	Gorwel
<b>Accountable to:</b>	Homelessness Prevention Team Leader
<b>Responsible for:</b>	N/A
<b>Job Location:</b>	Pwllheli / Work from home

**The purpose of the post:**

- To provide a high quality support service to service users \* in supported housing and in the community with low, medium and high needs so that Gorwel excels.
- Support the Team Leader and work with other members of the community to achieve the aims and objectives of the plan.
- Providing support and guidance to service users to prevent homelessness in Gwynedd focusing on positive outcomes.
- Act as the primary point of contact for potential service users / vulnerable service users, acting and prioritizing according to need and risk.
- Take action to ensure that service users receive holistic and middle-person support to achieve high standards of performance that offer 'support and more'.

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

## KEY RESPONSIBILITIES

1. Support and motivate service users to achieve an independent life.
2. Maintain a positive and therapeutic relationship with service users demonstrating an understanding of trauma, personality disorder and attachment issues
3. To organise transport and access for service users who attend the scheme.
4. To ensure that the property, including the bedrooms, are clean and tidy at all times, and ensuring that there are cooking utensils etc. in the project, maintaining a current inventory of the equipment and utensils in the scheme.
5. Explain the content of a tenancy, setting out the rights of service users and their responsibilities in supported housing properties (and properties in the community)
6. Complete the referral and assessment process of potential service users and complete a needs / risk assessment in accordance with project policies and procedures.
7. Provide practical and emotional support to motivate service users to excel in the outcomes of the Housing Support Grant Programme
  - Feeling safe
  - Contribute towards their own, and others', safety and welfare
  - Manage Accommodation
  - Encourage Healthy Relationship
  - Feeling part of a community
  - Money and budget management
  - Taking part in education and learning
  - Research into work and volunteering opportunities
  - Health and welfare
  - Mental Health
  - Encourage a healthy way of living.
8. Lead and take action to monitor and complete an individual support plan with service users on a regular basis taking responsibility for discussing the level of need, objectives, outcomes, options and progress that accords with the Housing Assistance Grant Program guidelines.
9. Risk assessment determining risk level and taking responsibility for designing a risk management plan that responds to the needs of service users.
10. Maintain service user files in accordance with statutory requirements, data protection law with clear, concise and high quality records making full use of Discovery's case management system and Active H.
11. Responsibility to provide quality specific reports on relevant issues e.g. court reports, case meetings, serious incident reports and regular case studies.
12. Respond and act promptly informing Team Leader of any Child Protection and Protection of Vulnerable Adults concerns and completing accurate and factual referrals for Social Services.



13. Assist service users to advocate and support Solicitors, Police, Court, Department for Work and Pensions, Housing Department, Welfare Rights Agencies, Social Services, Health and other relevant agencies.
14. To provide individuals with information on relevant issues including housing, welfare rights, legal protection, social services, educational establishments etc. and assist them in completing relevant forms.
15. Organize relevant and specialist services required by service users directing them to specialist services as required. (eg Mental Health Team, Substance Misuse Team, Citizens Advice.)
16. Provide advice to deal with welfare benefit issues (which includes housing benefit) taking into account the impact of welfare reform on service users promoting financial inclusion and affordability testing.
17. Maintain effective working relationships with external agencies including Gorwel's internal plans.
18. To take the lead in supporting service users to manage a personal budget and assist them in completing grant applications to tackle poverty.
19. Responsibility to support and encourage service users in the project to establish positive relationships with their relatives if possible.
20. Encourage service users to take full advantage of training, volunteering and employment opportunities
21. Lead and support service users to participate or organize community activities with an emphasis on volunteering opportunities leading to employment.
22. Contribute to the promotion of participation to ensure that service users can influence the service provided by Gorwel.
23. Have knowledge of legislation relevant to homelessness and support.
24. To deal with administration related to the post retaining and collating analyses that include the outcomes of the Housing Assistance Grant Program.
- 25.** Confident in using computers, Microsoft Office and I-pad.

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

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.

<b>PERSONAL RESPONSIBILITIES:</b>	
Act in accordance with the values of Grŵp Cynefin: -	
<b>Openness</b>	Transparent in the way we work and make decisions. Ready to work together for best results.
<b>Innovative</b>	Innovative and willing to challenge ourselves to find new ways of operating and delivering top quality services to our customers.
<b>Supportive</b>	Working with passion to support our customers, colleagues and partners as well as helping our communities succeed.
<b>Deliver</b>	Act professionally using our expertise to ensure the prosperity of the company and our people. Always aim for continuous improvement and value for money.
<b>Respect</b>	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.	

<b>MAIN CONTACTS OF THE POST:</b>
Internal: All members of staff
External: Service users, members of the public, local authority housing officers, Supporting People officers, housing benefits, social services, environmental health and public protection departments. Registered Social Landlord Officers, private landlords, CAB, local councillors, food banks, specialist agencies, care and support providers, IDVA, Police, Court, Probation Service.

<b>NORMAL WORK ENVIRONMENT:</b>
<ul style="list-style-type: none"> <li>• Office desk work and on location in supported housing properties.</li> <li>• Visits to homes and related organizations in Gwynedd.</li> <li>• External meetings, at partner and client offices</li> <li>• Travel to meetings / training</li> <li>• In accordance with the nature of the scheme, it may include standard office hours including occasional unsocial hours.</li> </ul>

**PERSON SPECIFICATIONS**  
**Homelessness Prevention Support Worker (Gwynedd)**  
**All criteria are considered essential unless stated as desirable**

<p><b>Educations and Qualifications:</b></p> <ul style="list-style-type: none"> <li>• A Level (2+)</li> <li>• Qualification in childcare, care, support or social work or / and</li> <li>• NVQ Level 3 (National Vocational Qualification) or / a</li> <li>• BTEC National Diploma or / a</li> <li>• BTEC ONC (Ordinary National Certificate) or / a</li> <li>• City &amp; Guilds Level 3 or / a</li> <li>• Relevant training or experience</li> </ul>									
<p><b>Professional Experience:</b></p> <ul style="list-style-type: none"> <li>• Experience in the field of support and homelessness.</li> <li>• Experience of advocating, advising and responding to the needs of vulnerable individuals</li> </ul>									
<p><b>Knowledge and Skills:</b></p> <ul style="list-style-type: none"> <li>• Knowledge and understanding of homelessness and support.</li> <li>• An understanding of, and ability to operate clear boundaries - to listen and not to judge</li> <li>• Have problem solving skills.</li> <li>• Have skills to assess and respond to needs and risk.</li> <li>• Awareness of the Housing Assistance Grant Program including domestic violence, homelessness and support policies and strategies. <ul style="list-style-type: none"> <li>o Housing (Wales) Act 2014</li> <li>o Social Services and Well-being (Wales) Act 2014</li> <li>o Violence against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015</li> <li>o All Wales Child Protection Procedures</li> <li>o All Wales Protection of Vulnerable Adults Procedures.</li> </ul> </li> <li>• Full current driving license</li> <li>• Ability to use ICT as a working tool</li> </ul>									
<p><b>Bilingual (Welsh and English) at the following levels or higher:</b></p> <table style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 20%;">Understanding</td> <td>Able to carry out routine work-related conversations in both languages between fluent speakers</td> </tr> <tr> <td>Speaking:</td> <td>Able to talk in some detail about routine work issues in both languages</td> </tr> <tr> <td>Reading</td> <td>Able to read and understand common and technical material in both languages with a dictionary</td> </tr> <tr> <td>Writing:</td> <td>Able to draft standard text with editorial assistance in both languages</td> </tr> </table>		Understanding	Able to carry out routine work-related conversations in both languages between fluent speakers	Speaking:	Able to talk in some detail about routine work issues in both languages	Reading	Able to read and understand common and technical material in both languages with a dictionary	Writing:	Able to draft standard text with editorial assistance in both languages
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<p><b>Leadership and Management</b></p> <ul style="list-style-type: none"> <li>• Commitment to providing excellent customer services</li> <li>• Develop and maintain internal and external working relationships</li> <li>• Strong and professional representation of the Association</li> </ul>									

<b>Summary of Terms and Conditions Homelessness Prevention Support Worker</b>	
<b>Contract Type:</b>	Temporary for 12 months
<b>Salary</b>	Point 1 – 4 £21,744 - £23,758 The post will be offered at the lowest point of the band Salary is paid on the 20th of each month
<b>Holidays:</b>	36 days pro rata annually (25 core days, 3 days instead of the period between Christmas and New Year and 8 statutory bank holidays) increasing to 41 pro rata days per year after 5 years service (30 core days, 3 replacement days for the Christmas to New Year period and 8 statutory bank holidays).  <i>There is no automatic entitlement to holidays during the Christmas to New Year period or the statutory bank holiday as the running of the service needs to be ensured during this period</i>
<b>Travelling:</b>	45 pence per mile
<b>Pension:</b>	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
<b>Probation Period</b>	2 months
<b>Working hours and organisation of work</b>	35 hours per week Monday - Friday Part of the on-call rota 7 days a week. Flexi scheme
<b>Sick pay</b>	Occupational sick pay scheme implemented.
<b>Special Absences</b>	5 days paid pro rata in any 12 month period to care for specific dependents 2 days paid pro rata to marry, move house, divorce. Reasonable time credit for medical appointments. Up to 10 days pro rata with pay on the occasion of bereavement. Pro rata up to 3 months with pay to care for a close relative with a terminal illness
<b>DBS Check (when relevant)</b>	This role is exempt from the Criminal Rehabilitation Act 1974, and as part of the process of recruitment, the successful candidate will be required to be checked by the Disclosure and Barring Service.  As a result of Grŵp Cynefin's exemption from the effects of this Act, it is required that the successful candidate discloses all crimes they have been found guilty of, even if those are ones which would have expired in accordance with the Act, and would not usually have to disclose. If the successful candidate fails to disclose a crime, and Grŵp Cynefin learns that a crime has been recorded against them, the employment contract will be terminated immediately without any further decision.