



**Information Pack**

# **Domestic Abuse Floating Support Worker - South Gwynedd**

**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.**

**GC572-00DR**

**Domestic Abuse Floating Support Worker – South Gwynedd**

**Permanent Contract**

**35 hours per week**

**Location – Blaenau Ffestiniog / 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

## DOMESTIC ABUSE FLOATING SUPPORT WORKER

<b>Department:</b>	Gorwel
<b>Directly accountable to:</b>	Domestic Abuse Floating Support Team Leader
<b>Directly responsible for:</b>	N/A
<b>Location:</b>	Blaenau Ffestiniog / work from home

### Purpose of the Role:

- Provide a high quality support service for service users\* in the community who suffer from domestic abuse (low, medium and/or 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 scheme.
- Provide support and guidance to service users who experience domestic abuse in Anglesey focusing on positive outcomes.
- Act as a main contact for potential service users / vulnerable service users, operating and prioritising according to needs and risks.
- Ensure that service users receive holistic and person-centred support in order to deliver high standards of performance 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 motivate service users in order to live a non-violent life and help them regain control over their lives in order to promote independence.
2. Maintain positive and therapeutic relationship with service users showing an understanding of issues related to trauma, personality and attachment disorder.
3. Complete the referral process and assess potential service users completing a needs/risk assessment in accordance with the project's policies and procedures.
4. Provide practical and emotional support to motivate service users to excel in the Supporting People Programme's outcomes:
  - Feeling safe
  - Contributing to the safety and well-being of themselves and of others
  - Managing Accommodation
  - Managing relationships
  - Feeling part of the community
  - Managing money
  - Engaging in education learning
  - Engaging in employment/voluntary work
  - Physically healthy
  - Mentally health
  - Leading a healthy and active lifestyle
5. Monitor and complete an individual support plan with the service users on a regular basis taking responsibility to discuss the level of need, objectives, outcomes, options and progress that are in line with the Supporting People Programme guidelines.
6. Undertake risk assessments determining risk level and taking responsibility to plan a risk assessment plan that responds to the needs of the service users.
7. Maintain service user files in accordance with statutory requirements and data protection law, keeping clear and concise records of a good standard, making full use of the Discovery case management system.
8. Responsibility to provide specific reports of a good standard on relevant issues e.g. reports for the court, case meetings, serious incident reports and regular case studies.
9. Respond and act promptly and notify the Team Leader of any concerns regarding Child Protection and Vulnerable Adults Protection by completing accurate and factual referrals to Social Services.
10. Assist the service users to advocate with Solicitors, Police, Court, Department for Work and Pension, Welfare Rights Agencies, Social Services, Health and other relevant agencies and support them through the process.
11. Provide information to the individuals on relevant issues including housing, welfare rights, legal protection, social services, education institutions etc., and assist them in completing relevant forms.

12. Arrange relevant and specialist services required by the service users referring them to specialist services where necessary (e.g. Mental Health Team, Substance Misuse Team, Citizens Advice Bureau).
13. Provide advice to deal with welfare benefits issues (which includes housing benefit) taking into account the impact of welfare reform on service users, and promoting financial capacity and carrying out affordability tests.
14. Maintain effective working relationships with external agencies including Gorwel's internal schemes (refuge, IDVA and children and young people services).
15. Support service users to manage their personal budget helping them complete grant applications to tackle poverty.
16. Responsibility to support and encourage service users in the project to establish positive relationships with their relatives.
17. Encourage service users to take full advantage of training, volunteering and employment opportunities.
18. Support service users to participate or organise community activities with an emphasis on volunteering opportunities that lead to employment.
19. Contribute to promoting participation to ensure service users can influence on the service provided by Gorwel.
20. Have knowledge of legislation relevant to homelessness, domestic violence and support.
21. Deal with administrative work related to the post keeping and gathering analysis that include the outcomes of the Supporting People Programme.
22. Confident when using computers, Microsoft Office and iPad.

The above Job Description 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.

**MAIN JOB CONTACTS:**

Internal: All members of staff.

External: Service users, members of the public, local authorities housing officers, Supporting People officers, housing benefits, social services, environmental health department and public protection department. Registered Social Landlords Officers, Age Concern, private landlords, CAB, food banks, local councillors, specialist agencies, care and support providers, IDVA, Police, Court, and Probation Service.

**NORMAL WORK ENVIRONMENT:**

- Home visits and visits to associated agencies.
- Work at a desk in an office.
- External meetings, at partner and client offices.
- Travel to meetings / training.
- Standard office hours, but occasional extra hours to attend out-of-hours meetings/activities.
- Take part in an on-call rota, 24 hours 7 days a week.

**PERSON SPECIFICATION  
DOMESTIC ABUSE FLOATING SUPPORT WORKER**

**All criteria are essential unless specified desirable**

**Education and Qualifications:**

- A Level (2+)
- Qualification in child care, care, support or social work or/and
- NVQ Level 3 (National Vocational Qualification) or/and
- BTEC National Diploma or/and
- BTEC ONC (Ordinary National Certificate) or/and
- City & Guilds Level 3 or/and
- Relevant training or experience

**Professional Experience:**

- Experience in the field of support, domestic abuse and homelessness.
- Experience of advocating, advising and responding to the needs of vulnerable individuals.

**Knowledge and Skills:**

- Knowledge and understanding of domestic abuse, homelessness and support fields.
- Knowledge of and the ability to implement on clear boundaries – to listen and not to judge.
- Possess skills to solve problems.
- Possess skills to assess and respond to needs and risks.
- Awareness of Supporting People Programme including policies and strategies on domestic violence, homelessness and support:
  - Housing (Wales) Act 2014
    - Social Services and Wellbeing (Wales) Act 2014
    - Violence Against Women, Domestic Abuse and Sexual Violence (Wales) Act 2015
    - All Wales Child Protection Procedures
    - All Wales Protection of Vulnerable Adults Procedures.
- Full current driving license.
- The ability to use Information Technology to deliver the work.

**Bilingual (Welsh and English) at the following levels or higher:**

Listening: Able to follow routine conversations involving work, in both languages between fluent speakers.

Speaking: Able to converse in some detail regarding routine work issues in both languages.

Reading: Able to read routine and technical material with a dictionary, in both languages.

Writing: Able to draft routine material, with editing assistance, in both languages.

**Leadership and Management**

- Commitment to providing excellent customer service.
- Develop and maintain working relationships internally and externally.
- Represent the Association firmly and professionally.

<b>Summary of Terms and Conditions</b> <b>Domestic Abuse Floating Support Worker – South Gwynedd</b>	
<b>Contract Type:</b>	Permanent
<b>Salary:</b>	Point 1 – 4 £21,744 - £23,758 per annum On-call allowance £20 per day / £48 on weekends and bank holidays. The post will be offered at the lowest point of the salary band. Salary is paid on the 20th of each month.
<b>Holidays:</b>	36 days annual leave pro rata per annum (25 core days, 3 days in lieu of the period between Christmas and the New Year and the 8 statutory bank holidays in advance) increasing to 41 days pro rata per annum after 5 years of service (30 core days, 3 days in lieu of the period between Christmas and the New Year and the 8 statutory bank holidays in advance).  <i>There is no automatic right to leave during the period between Christmas and the New Year or the statutory bank holidays, as there is a need to ensure the smooth running of the service during this period.</i>
<b>Travelling:</b>	45 pence per mile
<b>Pension:</b>	Gorwel / Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
<b>Probation:</b>	6 months
<b>Working hours and organisation of work:</b>	35 hours per week Monday to Friday. Part of the 7 days a week on-call rota Flexi scheme implemented
<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:</b>	This post is exempt from the Rehabilitation of Offenders Act 1974 and as part of the staff recruitment process the successful candidate will be required to be checked by the Disclosure and Barring Service.  Due to Grŵp Cynefin being exempt from the provisions of this Act, the successful candidate will be required to disclose every offence he or she has been found guilty of, even if they are offences that would usually be spent in accordance with the Act and would not normally have to be declared. If the successful candidate does not declare an offence and Grŵp Cynefin discovers that an offence has been recorded against him/her, the contract of employment will be terminated immediately and without any further decision.