

GRŴP CYNEFIN

JOB DESCRIPTION

SUPPORT WORKER HOMELESS PREVENTION (YR HAFOD)

Department:	Gorwel
Accountable to	Team Leader – Homeless Prevention
Responsible for	N/A
Location:	Denbigh and out in the Community

PURPOSE OF THE ROLE:

- Provide a high quality support service for service users * in the community and a supported housing residential properties (24/7) with low, medium and high needs ' so that Gorwel excels.
- Support the Team Leader and work with other members in the community to achieve the scheme's aims and objectives.
- Provide support and guidance to service users to prevent homelessness in Denbighshire with a focus on positive outcomes.
- Act as a primary contact for potential service users/vulnerable service users, implementing and prioritising according to need and risk.
- Take action to ensure that service users receive holistic and middle-person support to achieve high standards of performance which 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 16-25 year old service users, to achieve independent living and take full advantage of training, volunteering and employment opportunities at HWB Dinbych.
2. Maintain positive and therapeutic relationship with service users showing an understanding of issues relating to trauma, personality disorder and engagement.
3. Arrange transport and access for service users arriving at the scheme.
4. Ensure that the premises, including the bedrooms, are always tidy and clean, ensuring that the project is equipped with cooking equipment etc. and keep a current list of equipment in the scheme.
5. Explain the content of a licence setting out the rights of service users and their responsibilities in supported housing properties.
6. Complete the referral and assessment process for prospective service users and complete a needs/risk assessment in line with the project policies and procedures.
7. Provide practical and emotional support to motivate service users to excel in the Supporting People Programme outcomes:-
 - Feeling safe
 - Contribute towards their own, and others' safety and welfare
 - Manage Accommodation
 - Encourage healthy relationship
 - Feeling part of the 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 act to monitor and complete an individual support plan with service users on a regular basis taking responsibility to discuss the level of need, objectives, outcomes, choices and progress which accompanies the Supporting People Programme guidance.
9. Assess risk and decide on risk level and take responsibility to plan a risk management plan that responds to the needs of service users.
10. Maintain service user files in line with statutory requirements, data protection law with clear and concise quality records, making full use of the Discovery case management system.
11. Responsibility to provide specific quality reports on relevant matters e.g. court reports, case meetings and regular case studies.
12. Respond and act promptly and inform the Team Leader of any SERAF concerns, (Sexual Exploitation Risk Assessment Framework) Child Protection and Protection of Vulnerable Adults completing accurate and factual referrals for Social Services.
13. Support service users to advocate with Solicitors, Police, Court, Department of Work

and Pension, Housing, Welfare Rights Agencies, Social Services, Health and other relevant agencies and support them through the process

14. Provide information to the individuals on relevant matters including housing, welfare rights, legal protection, social services, education institutions etc. and assist them in completing relevant forms.
15. Arrange relevant and specialist services needed by service users directing them to specialist services as and when required. (e.g. Mental Health Team, Substance Misuse Team, Citizens Advice Bureau.)
16. Provide advice to deal with welfare benefit issues (which include housing benefit) taking into account the impact of welfare reform on service users, promoting financial inclusion and maintaining affordability testing.
17. Respond to disputes or anti-social behaviour, collecting evidence and completing detailed reports on serious incidents for the Team Leader.
18. Maintain effective working relationships with external agencies including Gorwel internal plans.
19. Lead to support service users in managing a personal budget helping them to complete grant applications to tackle poverty.
20. Responsibility to support and encourage service users in the project to establish positive relationships with their relatives.
21. Encourage service users to take full advantage of training, volunteering and employment opportunities.
22. Lead and support service users to participate or organise communal activities with an emphasis on volunteering opportunities leading to employment
23. Contribute to the promotion of participation to ensure that service users can influence the service provided by Gorwel.
24. Have information on legislation relevant to young people, homelessness and support.
25. Deal with administrative work relating to the post by keeping and collecting analyses which include the outcomes of the Supporting People Programme.
26. Confident in using computers, Microsoft Office and I-pad.

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 Gorwel/Grŵp Cynefin and support the development of the organisation.
Policies and Procedures:	<ul style="list-style-type: none"> • Work in accordance with all Gorwel/Grŵp Cynefin 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 Gorwel / Grŵp Cynefin externally through conveying a professional and positive image at all times. • Commitment to tenant participation in all aspects of the work.

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.

PERSONAL RESPONSIBILITIES:

Act in accordance with the values of Grŵp Cynefin: -

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 JOB CONTACTS:

Internal: All members of Staff

External: Service Users, members of the public, Local Authority's Housing Officers, Supporting People Staff, Staff from the Housing Benefits Department, Social Services, Environmental Health Department and Public Protection Department, Officers from Registered Social Landlords, Age Concern, Private Landlords, CAB, Opus, local Councillors, specialised Agencies, care and support Providers, IDVA, the Police, Court, Probation Service, HWB Dinbych, TRAC.

NORMAL WORK ENVIRONMENT:

- Desk-top work in a supported housing residential property office with low, medium, high level support needs / work from home
- Being part of the shift rota, including working during the night (sleeping in) and weekends, to ensure the provision of 24 hour, 7 day a week support.
- Visits to homes and associated organisations in Denbighshire.
- External meetings, in partners and clients offices
- Travel to meetings/training
- Participate in an on-call rota, 24 hours 7 days a week.

**PERSON SPECIFICATION
SUPPORT WORKER HOMELESS PREVENTION (YR HAFOD)**

All criteria are essential unless specified desirable

Education and Qualifications:

- A Level (2+)
- Qualification in childcare, care, support or social work or/and
- NVQ Level 3 (National Vocational Qualification)
- 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, young people and homelessness.
- Experience of advocacy, counselling and responding to the needs of vulnerable individuals

Skills and Information:

- Knowledge and understanding of the field of homelessness, young people and support
- An understanding of and an ability to implement clear boundaries - to listen and not judge
- Have problem solving skills.
- Have skills to assess and respond to needs and risk.
- Awareness of the Supporting People Programme including domestic violence, homelessness and support policies and strategies.
 - Housing Act (Wales) 2014 of the
 - Social Services and Well-being Act (Wales) 2014
 - Violence against Women, Domestic Abuse and Sexual Violence Act (Wales) 2015
 - Procedures of Child Protection Wales
 - Procedures of Protecting Vulnerable Adults Wales.
- A full current driving licence
- An understanding of the area of domestic violence and homelessness.
- Can use TGC as a work tool

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

Understanding: 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:

- A commitment to providing excellent customer services
- Have a style to work collaboratively
- Represent the Association firmly and professionally

Summary of Terms and Conditions SUPPORT WORKER - HOMELESS PREVENTION (YR HAFOD)	
Contract Type:	Temporary Contract for 12 months
Salary:	£23,157 pro rata On-call allowance £20 per day / Weekend and bank holidays £48.00 per day Sleeping in allowance £76.00 The post is offered on the lowest point in the band. Salary is paid on the 20th of each month.
Holidays:	36 days are given pro rata per year of holiday (25 core days, 3 days instead of the period between Christmas and the New Year and the 8 pre-statutory bank holidays) increased to 41 days of holiday pro rata per year after 5 years of service (30 core days, 3 days instead of the period between Christmas and the New Year and the 8 pre-statutory bank holidays). <i>There is no automatic holiday entitlement during the period between Christmas and the New Year or the statutory bank holidays as the service needs to be delivered during this period</i>
Travelling:	45p per mile
Pension:	Grŵp Cynefin offers pension provision through the Social Housing Pension Scheme (SHPS)
Probation Period:	6 months
Working hours and organisation of work:	28 hours a week (may increase to 35 hours in September) Monday – Sunday rota A part of the 7 day a week on-call rota. Night shifts – rota sleep shifts
Sick Pay:	Occupational sick pay scheme implemented.
Special Absences:	5 days pro rata with pay in any 12 month period to care for certain dependants 2 days pro rata with pay to marry, to move house, to divorce. Reasonable credit time for medical appointments. Up to 10 days pro rata with pay on occasion of bereavement. Up to 3 months pro rata with pay to care for a close relative with terminal illness
DBS Check (where applicable)	<i>This post has been excluded from the Rehabilitation of Offenders Act 1974 and as part of the staff recruitment process, the successful candidate will be required to complete a Disclosure and Barring Service (DBS) check.</i> <i>As Grŵp Cynefin is exempt of the effects of this Act, the successful candidate will be required to disclose all offences he or she has been cautioned or convicted of even if they would be considered spent convictions according to the Act and usually wouldn't have to be disclosed. If the successful candidate does not disclose an offence and that Grŵp Cynefin discovers that an offence has been recorded against him or her, the employment contract will be terminated immediately and with no further resolutions.</i>