



# Floating Support Worker

Applicant  
Information Pack



**We build homes, create communities and transform lives**

# Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



[unitedwelsh.com/contact](https://unitedwelsh.com/contact)



[tellmemore@unitedwelsh.com](mailto:tellmemore@unitedwelsh.com)



0330 159 6080

# Contents

- 1 About Us
- 3 Job Profile
- 4 Key Accountabilities
- 5 Personal Requirements
- 6 Terms and Conditions
- 7 Additional Benefits
- 8 How to apply



# About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,300 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

We have a new building programme that is worth around **£35m** each year and in the next five years, we intend to build **1,300 more homes**. We are ambitious about how we can help people to live their best lives, working

with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The United Welsh Group also incorporates our subsidiary Celtic Horizons Ltd which, in partnership, looks after all our property services, and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

We are also developing a new social enterprise, Celtic Offsite, that will manufacture low carbon homes and support the local economy to thrive.

With almost **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



# About Us

**United Welsh**

**Celtic Horizons  
Ltd**

**Harmoni  
Homes Ltd**

Developing Homes for  
United Welsh

**Celtic  
Horizons**

Asset  
Management

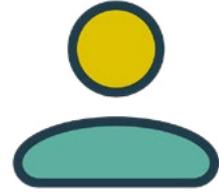
**Celtic  
Offsite**

Timber Frame  
Factory

The Celtic Horizons Asset Management service for United Welsh is delivered in partnership with Mears Ltd



# Job Profile



## Floating Support Worker (Community Link Worker)

### Reporting to

Team Leader/Senior Community Link Worker

### Broad purpose of the post

We are looking for a Floating Support Worker to join our Cardiff Floating Support Service.

The Cardiff Floating Support Service is delivered by United Welsh in partnership with The Salvation Army. It helps to prevent individuals and families from experiencing homelessness through a 12 week, tailored support package encompassing everything from financial management to mental health and wellbeing.

This role will involve providing housing related support to customers, enabling them to achieve their aspirations. You will use a strengths and asset based approach that is tailored to our customers, with a focus on enabling them to connect with their communities and sustain their tenancies.

- Full time, 35 hours
- Temporary until 31st March 2024 with potential for extension depending on funding

# Key Accountabilities



## Service Delivery:

- Carry out assessments with customers and work with them to identify their desired outcomes, aspirations, strengths and assets for their personal support and safety plan, ensuring risks are minimised and effectively managed.
- Provide a tailored response, connecting them with their local community so they can enjoy independent lives and maintain their tenancy successfully.

## Partnership Working:

- Build strong relationships with partner agencies including The Salvation Army, Cardiff Council and other statutory and third sector agencies in Cardiff.
- Develop effective community links and promote partnerships to create community-based solutions that will:
  - increase a customers' ability to have control over the way they receive services through information, advice and local opportunities;
  - maintain tenancies;
  - improve social and emotional wellbeing;
  - maximise income;
  - reduce social exclusion.

## Performance:

- Evidence customer outcomes and ensure relevant KPIs and measures are met, including targets relating to preventing homelessness, resettling customers, maintaining independence and withdrawing services.
- Utilising all systems provided and updating these as required, including Cardiff Council's database.

## Organisational Responsibilities:

- Working within all policy and procedures across United Welsh, being of new initiatives and good practice in order to meet corporate objectives and deliver excellent customer service
- To ensure good practice is followed at all times, including participating in training opportunities.
- Keeping detailed, accurate, confidential records and recording of outcomes, ensuring effective communication between United Welsh employees and partner agencies; whilst ensuring that both the needs of the customers and service are met.

# Personal Requirements

## Essential

- Experience of working with people with different life experiences, often at times of crisis.
- Developing positive working relationships with customers and organisations.
- Working knowledge of Universal Credit and other welfare benefits.
- Clear understanding of personal and professional boundaries, being aware of the importance of confidentiality and discretion regarding sensitive personal or business matters.
- Able to work under own initiative with minimal supervision, rapidly take on information, and identify the most appropriate action to address the situation.
- Ability to organise and prioritise own workload.
- Ability to communicate in a clear, concise and contextual manner.
- Recognise the principles of equality, diversity and inclusion and treats all customers accordingly.
- Recognises their own responsibilities and is accountable for their own actions.
- Frequent travel will be essential for this role. You will need access to travel for work purposes.

## Desirable

- Knowledge of housing and homelessness legislation.
- Relevant knowledge of a range of statutory and voluntary support services in the community.
- Ability to communicate in a second language.

**Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.**

**Please note this role requires a DBS check. This will be conducted as part of the recruitment process for the successful applicant.**

# Terms and Conditions

## Current Salary

Total salary is **£21,901** per annum (plus a monthly non-consolidated payment of £135.51 until 31st March 2024).

## Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

## Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

# Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period.
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in '**Can Do**' days, giving back to the communities where we work
- A half a day's leave under the '**School Starter Scheme**'
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- As a testament to our approach and genuine commitment to learning, United Welsh holds the **Investors in People - Gold Award**
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



# How to apply

We believe that diversity of experience, perspectives and backgrounds makes United Welsh a better place to work and creates better outcomes for our communities. We don't just see work as something you do; it's somewhere you can belong and reach your potential.

To apply, please send your CV along with a covering letter detailing your experience relevant to the role, as outlined in the Job Profile, along with the Equality, Diversity and Declaration of Interest form to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com) by **5pm, 23rd June 2023**. Alternatively, you can deliver them to: FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 2AX

- Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.
- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. The information you provide will be used for monitoring purposes only and will be kept separate from your application.
- If you are applying by email, please ensure your CV and other documents are sent as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment



[www.unitedwelsh.com](http://www.unitedwelsh.com)

