

Support Worker (Nights)

Applicant Information Pack



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



tellmemore@unitedwelsh.com



0330 159 6080

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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

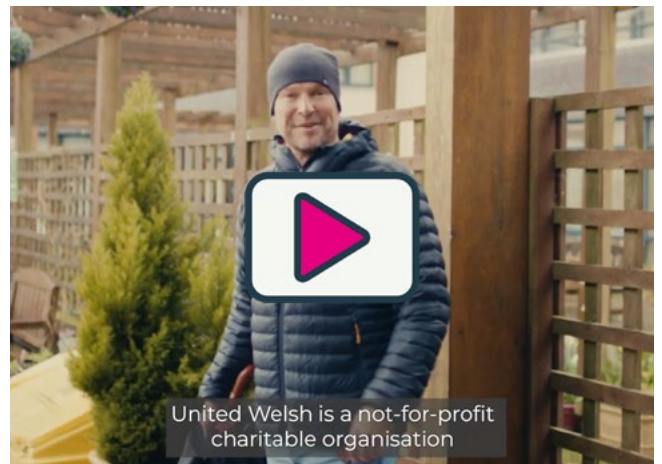
with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

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

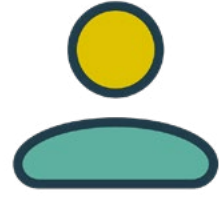
**Celtic
Offsite**

Timber Frame
Factory

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



Job Profile



Support Worker (Nights)

Reporting to:

Housing Management, Compliance and Wellbeing Manager

Broad purpose of the post

We're looking for a Support Worker to provide night-time cover in Oak House, ensuring the welfare and security of residents and the building.

Oak House is one of United Welsh's Cardiff-based temporary accommodation schemes for single people experiencing homelessness.

This role will involve working as part of a team in delivering continued customer support whilst managing expectations, using a strength and asset-based, psychologically informed approach.

Other duties include the documenting and processing of general housing management services in line with current legislation, regulatory requirements and United Welsh's policies and procedures, promoting the aims and objectives of the service.

The post covers an average of 42 hours a week on a rolling rota.

Although this role is advertised as full time, a job share arrangement of 2 x part-time 21 hours per week would be considered.

Key Accountabilities



Building Cover:

- Provide continued cover at Oak House as the first point of contact for residents and visitors, ensuring a safe and secure environment for all.
- Provide telephone support to residents in other United Welsh accommodation.
- Recording and sharing of information with other members of the team, liaising with external and on-call services as needed.

Service Delivery:

- Providing continued person-centred support, assisting in developing, maintaining and addressing ongoing needs identified in customer support plans. Updating customer files and ensuring that relevant information is handed over to the team.
- Work with residents to assist them in developing their own Personal Safety Plan, identifying relevant risk factors and how they can keep themselves and others safe. Ensuring risks are minimised and effectively managed.
- Engage with residents based on their strengths and assets, enabling and strengthening these, developing their potential to enjoy more independent lives and maintain a occupation contract successfully.
- Deliver services against the service specification in a respectful and dignified manner.

Housing Management:

- Work as part of the team providing effective Housing Management service. This can include dealing with

matters of anti-social behaviour, income management, complaint management and production of reports.

- Use of internal systems, databases and online resources to maintain a high-quality service in line with organisational procedures, current best practice and legislation.

Health and Safety:

- Effective implementation of Health and Safety at Work and Fire Safety regulations, as well as compliance with United Welsh policies and procedures to ensure residents, staff and external contractors are living and working in a safe environment.
- Assist with monitoring of the building and reporting of any required repairs, incidents, accident or injury.

Personal Responsibilities:

- To adhere to the code of conduct and all policies and procedures of United Welsh, keeping up to date with new initiatives and good practice in order to meet the organisations objectives and deliver excellent customer service.
- To take responsibility for self-development, identifying opportunities to gain experience and undertake relevant training.
- To keep detailed, accurate confidential records and recording of outcomes, ensuring information is effectively communicated between relevant United Welsh employees and partner agencies, and that both the needs of the residents and service are met through effective monitoring and reporting of outcomes.

Personal Requirements

Essential

- Approachable, considerate and reasoned judgement.
- Conveys a positive and enthusiastic attitude when working with others.
- Calm and measured in a crisis.
- Is solution focused.
- An effective and flexible work attitude in a dynamic and changing environment.
- Experience of working with people at greater risk.
- Experience of working with people with different life experiences.
- Recognises the principles of Equality and Diversity and treats all individuals accordingly.
- Is clear about personal / professional boundaries.
- Can effectively deal with challenging situations and crisis management.
- Working with people with different life experiences, including mental health challenges and substance misuse.
- Knowledge of housing and homelessness legislation.
- Computer skills including Microsoft Packages.
- Updating and maintaining databases.
- Can work under own initiative, rapidly take on information, and identify the most appropriate action to address the situation.
- Ability to organise and prioritise own workload.
- Records information accurately in easily identifiable and accessible files and formats.

- Aware of the importance of confidentiality and appropriately uses their discretion regarding sensitive personal or business matters.
- Recognises their own responsibilities and is accountable for their own actions
- Conveys a positive and enthusiastic attitude when working with others.

Desirable

- Working with people with different life experiences, including mental health challenges and substance misuse
- Knowledge of housing and homelessness legislation
- Training including First Aid, Mental Health First Aid, Conflict Management, De-escalation, Suicide, Active Listening and Naxolone
- Experience in motivational interviewing

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 **£26,273.52** plus £150.08 monthly payment, non-consolidated

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

To apply, please send a copy of your **CV, a cover letter and the Equality, Diversity and Declaration of Interest form** to jobs@unitedwelsh.com. In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the Job Description, in no more than 800 words. **If you do not send a cover letter and the EDI form along with your CV, you will be at risk of your application not being progressed further.**

Closing date: Sunday 1st October, 5pm

Interview date: w/c 9th October

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
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.

Please send any applications to jobs@unitedwelsh.com or deliver them to: FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU. Our main office is open between 9am and 5pm, Monday to Friday.



www.unitedwelsh.com

