

# Support Worker

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



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



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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 **6,700 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.

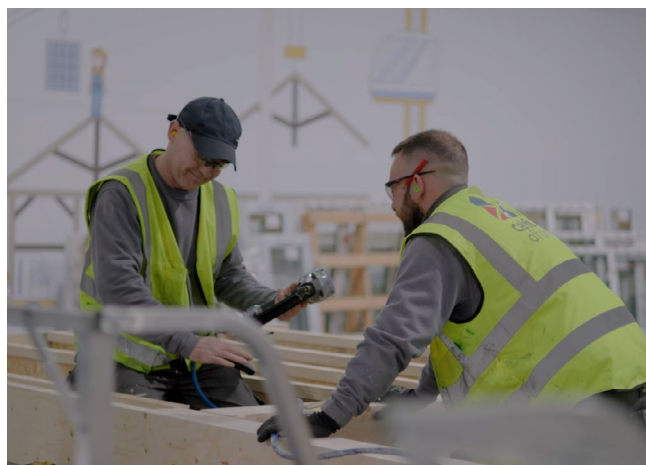
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

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 Group includes our repairs and maintenance service Celtic Horizons; timber frame home manufacturer Celtic Offsite and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

With over **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.



# Group structure

**United Welsh**

**Celtic Horizons  
Ltd**

**Harmoni  
Homes Ltd**

Developing homes for  
United Welsh

**Celtic  
Horizons**

Asset  
Management

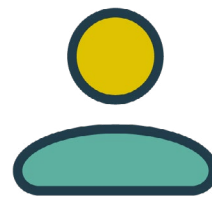
**Celtic  
Offsite**

Timber frame  
factory

The Celtic Horizons asset management service for United Welsh is delivered in partnership with Mears Ltd



# Job Profile



## Support Worker

Reporting to  
Homeless Accommodation Manager

### Broad purpose of the post

We are looking for three new Support Workers (one covering night shifts, and two covering day shifts) to ensure the welfare and security of residents of Oak House, our accommodation for people experiencing homelessness in Cardiff.

You will work as part of a team to provide continued support to our residents using a strength and asset-based, psychologically informed approach, while managing expectations.

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, as well as promoting the aims and objectives of the service.

- Permanent, full-time, 42 hours (part-time/jobshare will be considered)
- £30,386.04 per annum
- Closes Tuesday 3rd June, 9am
- Interviews 12th June 2025

# Key Accountabilities



- **Building Cover:** Act as the first point of contact at Oak House for residents and visitors, ensuring a safe environment. Provide telephone support to residents and liaise with team members and external services as needed
- **Service Delivery:** Offer person-centred support, update resident files, and assist in personal safety planning. Help residents develop independence and maintain their tenancy while delivering services respectfully
- **Housing Management:** Contribute to housing management by addressing anti-social behaviour, income and complaint management, and maintaining service quality through internal systems
- **Health & Safety:** Ensure compliance with health and fire safety regulations, report repairs or incidents, and maintain a safe environment for residents and staff
- **Personal Responsibilities:** Adhere to policies, pursue self-development through training, and maintain accurate confidential records to support effective communication and service monitoring.





# Personal Requirements

## Essential

- Demonstrates a positive attitude when working with others, maintaining a proactive, solution-focused mindset
- Ability to remain calm and measured in a crisis, adapting effectively to a dynamic environment
- Ability to make reasoned judgements and decisions
- Ability to manage own workload, responsive to meet the needs of the team and the business
- Demonstrated experience working with people at greater risk and individuals from varied backgrounds
- Competent and committed to the delivery of exceptional customer service, treating all residents with equally high standards of respect, dignity and compassion
- Maintains clear personal/professional boundaries
- Experience of accurately recording information using accessible formats, whilst handling sensitive data discreetly

- Competent user of Microsoft Office packages, accurately updating and maintaining databases

## Desirable

- Experience with individuals facing mental health challenges or substance misuse, alongside familiarity with housing and homelessness legislation
- Certified training in First Aid, Mental Health First Aid, Conflict Management, Motivational Interviewing, De-escalation, Suicide Prevention, Active Listening, and Naloxone administration
- Welsh language skills



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.



# Terms and Conditions

## Current Salary

Total salary is **£30,386.04** per annum.

## 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.

## SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

## 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

## Right to work in the UK

We welcome applications from individuals who already have the right to work in the UK, as unfortunately, we are unable to offer visa sponsorship at this time.

Any job offer will be dependent on receiving appropriate documentation to confirm your eligibility to work in the UK, as part of our commitment to compliance and fairness.



# 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)
- Membership to our **SimplyHealth** healthcare plan
- **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
- We are committed to supporting applicants and staff with disabilities and are a **Disability Confident Employer**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



# How to apply

To apply, please send a CV and cover letter to [jobs@unitedwelsh.com](mailto:jobs@unitedwelsh.com). Your cover letter must address each of the essential and desirable criteria, detailing your knowledge and experience in relation to each one, in no more than 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

**Closes:** Tuesday 3rd June, 9am  
**Interview date:** 12th June 2025

We reserve the right to close this role early if we receive a high volume of suitable applications.

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. You can complete this form online. 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.

**Your privacy is important to us. To learn more about how your personal information is processed when applying for a job with us, you can find our Privacy Notices [here](#).**

