



Applicant Information Pack

Senior Connect Facilitator



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.



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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

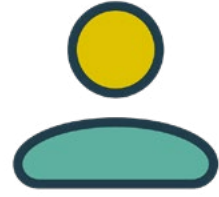
**Celtic
Offsite**

Timber Frame
Factory

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



Job Profile



Senior Connect Facilitator (Living Well)

Reporting to
Living Well Team Leader

Broad purpose of the post

Connect is a wonderful service at our Living Well schemes, providing opportunities to connect with people, places and social activities. Our Connect Facilitators work with Housing Coordinators to help our residents to focus on their wellbeing, meet new people and try new things.

Working closely with the Living Well Team Leader and existing Connect Facilitators, you will support the development of the Connect project within United Welsh sheltered housing schemes.

This role will involve delivering the service at several sheltered housing schemes, working with residents and the wider community to find out their strengths, interests and hobbies and using these to help deliver social activities that supports wellbeing outcomes and reduces loneliness and isolation.

Key Accountabilities



- Support and develop a team of Connect Facilitators who are responsible for delivering the Connect project across Living Well sheltered housing schemes.
- Support the design and delivery of a digital engagement strategy to improve digital inclusion for older residents.
- Engage with key stakeholders to promote the project and explore partnership opportunities to develop and deliver initiatives that support residents' wellbeing.
- Seek out local and national funding opportunities that support the delivery of the service objectives and provide outcome/evaluation and feedback data where necessary.
- Provide monthly reporting data on Connect activity to the Living Well Team Leader.
- Work with the team to ensure Connect activities are accessible and inclusive, adopting creative solutions to barriers to participation.
- Working with residents to encourage conversations and work collaboratively to provide community focused activities, building on the strengths, skills, experience, and resources already present.
- Identifying and supporting volunteers from within our sheltered housing schemes and the wider community to support social activities, with the aim of any community development becoming self-sustaining in the future.
- Work in partnership with the wider Living Well team to embed a culture focused on health and wellbeing within the communities we are supporting.
- Represent the project at meetings, conferences, and events.

Personal Requirements

Essential

- Proactive in identifying and exploring opportunities for service development
- Able to project manage funding applications, providing evaluation feedback and data as appropriate.
- A Knowledge and understanding of the challenges affecting older people and those with additional needs in being socially active in later life.
- Determination to work with diverse communities and help them to co-produce what matters to them
- Communication skills with the ability to actively listen, facilitate discussions and to encourage and motivate people.
- Able to work with internal and external partners to achieve positive outcomes for people.
- Able to identify safeguarding issues and promptly report concerns through appropriate channels, also offering support to colleagues reporting concerns.
- A self-starter who can work on own initiative and as part of a team.
- Organisational and time management skills.
- Awareness of confidentiality and data protection regulations.
- Able to use Microsoft 365 and other digital tools/technologies.
- Access to transport with the ability to work across all Living Well sites.

Desirable

- Experience of managing a team.
- Knowledge/experience of Asset Based Community Development.
- Understanding of motivational interviewing and working with people using a coaching style to achieve positive outcomes.

Those requirements within the essential criteria of the Person Specification will be used for shortlisting purposes. However, all of the criteria outlined in the Personal Requirements will be considered in the process of making an appointment.

Terms and Conditions

Current Salary

Total salary is **£29,908.84**.

Pension Plus

While working at United Welsh you are eligible to join our pension schemes. 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 a **copy of your CV**, a **covering letter** and the **Equality, Diversity and Declaration of Interest form** to jobs@unitedwelsh.com by 20th March 2023. Alternatively, you can deliver them to: **FAO The People Team, United Welsh, Y Borth, 13 Beddau Way, Caerphilly, CF83 3AU.**

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.
- Where possible, please remove personal details from your CV (excluding your National Insurance number) as we will have all the personal information we need from the Equality, Diversity and Declaration of Interest form.
- 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

If you would like to have an informal discussion about the role, please contact **Jemma Browning** by emailing jemma.browning@unitedwelsh.com.



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