

**Digartref Cyf**

**Recruitment Pack - Hwb Hillgrove Bangor, Gwynedd**

**Digartref Cyf is Recruiting for Key Posts**

If you are passionate and enthusiastic about supporting people aged 16 to 25 who have experienced or are at risk of homelessness, and you want to make a positive difference to their lives, have related work or lived experience and the necessary skills and knowledge required, then we would like to hear from you.

This is a fantastic opportunity to work in a high-quality supported housing provision in Bangor, Gwynedd, join a newly formed team, hold key and important roles that are central to the delivery of a valuable service for young people.

**Hwb Hillgrove Service Provision Aims & Objectives**

This aims to be an exemplar service provision aims, providing temporary stable, safe accommodation, having a supportive environment, one that is enabling, assisting vulnerable young people that have experienced or are at risk homelessness to develop the skills necessary to move on to their long-term home, independence and fulfilled lives.

These aims will be achieved through the provision of high-quality accommodation, with 18-ensuited rooms, a 24-hour staff covered service, delivering person centred support and opportunities to access training, learning and education on and off site.

**\*Please note this is not a personal care service\***

**An Overview of Digartref Cyf**

Digartref Cyf is a not-for-profit registered Charity and Company Limited by Guarantee, established in 1998 to enable the effective delivery of services for those experiencing or at risk of homelessness, needing support to access and/or sustain accommodation.



**Digartref Ltd**

***JOB DESCRIPTION***

**Job Title: Tenancy Support Worker**

**Responsible To: Supported Housing Projects Manager**

**Location: Hillgrove, Bangor, Gwynedd**

**Salary: Point 20 – 21 £23,530.52 - £24,319.36 (Pro rata)**

**Hours Of Work: 18.5 or 37 hours per week in accordance with rota (to include weekdays, evenings, weekends and waking nights)**

**Purpose of your job**

To provide a high-quality tenancy related support and housing management service to those in housing need aged 16 up to 30, in line with the Housing Support Grant framework and criteria in Wales.

To have a flexible approach to working hours, covering a rota that ensures 24 hr staff cover including: evening/weekend and waking nights cover, to effectively respond to the needs of the service users at all times. Lone working will be required particularly in relation to waking nights.

To work as part of a team, adhere to the aims and objectives of the organisation, and to support and contribute to the personal development of service users.

**1. Working with Service Users:**

1.1 To process referrals and admissions to the project, in line with the referral and admission process and related policies and procedures.

1.2 To provide person centred support to service users, through individual support planning, ensuring the identified needs of the service user are addressed by setting goals and targets and achieving related outcomes with the overall aim of progressing individuals to independent living.

1.3 To arrange and organise regular weekly support sessions with service users.

1.4 To ensure all service users have an understanding of and are assisted to comply with licence/supported standard contract and house rules.

1.5 To assist service users in maximising their income including welfare benefit advice and support.

1.6 To deal with and respond appropriately to any service user requests for practical advice, in a positive and respectful manner.

 1.7 To have an understanding of Adverse Childhood Experiences and how these impact service users,

 as well as the ability to incorporate Psychologically Informed Environments (PIE) and Reflective

 Practices into daily service delivery and in supporting service users.

**2. Housing Management**

2.1 To assist service users in reporting repairs.

2.2 To ensure repairs are addressed promptly, that accurate related records are maintained and assist the manager in carrying out regular checks of the buildings to ensure quality accommodation provision is maintained.

2.3 To collect any elements of the rent or service charge due from the service user and maintain accurate related records.

2.4 To ensure voids are kept to a minimum and that a proactive approach is adopted in relation to ensuring high occupancy levels.

2.5 To deal effectively and in a professional manner with neighbour disputes in the absence of the manager, seeking appropriate advice where necessary and maintaining accurate related records.

2.6 To assist in ensuring a clean and comfortable living environment including carrying out resident room/communal area checks with service users to maintain quality standards, increase service user independent living skills and meet related health and safety standards required.

**3. Working with Others**

 3.1 To ensure professional close working links/relationships are forged and maintained with related stakeholders, funders, referring agents, neighbours etc.

3.2 To attend external meetings as agreed or requested by the manager.

3.3 To attend internal meetings as requested including: team staff meetings, service user house meeting, annual staff meetings and others as required.

3.4 To foster and maintain professional, positive working relationships with other Digartref staff members, provide cover and support for one another across the organisation as and when required, working closely to optimise the benefits and opportunities for service users and create and maintain a supportive work environment for all staff across the company.

 **4. Use of I.T, Finance, Administration and Monitoring**

 4.1 To have a good working knowledge, understanding and practical experience of I.T packages i.e.

 Microsoft Office, Email etc.

 4.2 To undertake all related and necessary administration and paperwork and ensure the accurate and

 Timely collation of information required for monitoring and grant payment purposes including collating

 a range of data, producing case studies, reporting on P. I’s and outcomes, performance monitoring,

 plus, any other as required.

 4.3 To undertake electronic administrative duties including: inputting service user data on to a

 dedicated web-based programme, as well as the completion of risk and needs assessments, Support

 Plans, regular reviews and related updates, personal data, and the collation of P.I’s and outcomes etc.

 4.4 To always adhere to the organisations Finance policies and procedures e.g. travel claims, petty

 cash, purchase ordering.

**5. Health and Safety**

5.1 To ensure the health and safety of oneself, the service users, work colleagues as well as others including visitors, contractors attending the project at all times.

5.2 To always comply with Health and Safety requirements and related policies and procedures e.g. risk assessments, reporting procedures, on-call.

5.3 To ensure the building is always secure and that related access procedures are adhered to.

5.4 To carry out regular security and health and safety checks at the project.

5.5 To respond to emergency situations in accordance with Digartref policies and procedures.

**6. Safeguarding**

 6.1To accept a shared responsibility across the organisation in relation to the Safeguarding of Children, Vulnerable Adults and Domestic Violence, to undertake all related training and adhere to the relevant policies and procedures, reporting all related concerns to managers within the company.

**7. General**

7.1 To adhere to the organisations Staff Code of Conduct at all times.

7.2 To work in line with the project rota, ensuring the needs of the service users are met.

7.3 To participate fully in the organisations supervision/management support and appraisal process.

7.4 To attend/take part in training and development opportunities as requested/identified by the line manager or other senior managers within the organisation.

7.5 To work independently and as part of a team and liaise effectively with other projects and staff.

7.6 To actively promote and encourage service user involvement in the delivery and further development of the services, including:

* Holding regular resident/service user meetings, taking minutes and acting on related actions agreed, completing service users’ satisfaction questionnaires, adhering to the organisations Service User Involvement, Complaints and Equal Opportunities policies and procedures.
* Supporting service users to be actively involved in their community, ensuring they have a voice and an opportunity to be heard/take part.

7.7 To adhere to **all** of Digartref Policies and Procedures at all times.

7.8 To perform any other reasonable task as determined by the Line Manager, Senior Managers or Board of Trustees.

7.9 The ability to communicate effectively through the medium of Welsh and English or a willingness to learn.

***This job description covers the current range of duties and will be reviewed from time to time. It is Digartref Cyf’s aim to reach agreement on changes, but if agreement is not possible, Digartref Cyf reserves the right to change this job description with appropriate notice.***

**Tenancy Support Worker**

**Person Specification**

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|  | **ESSENTIAL** | **DESIRABLE** |
| **EXPERIENCE****&****QUALIFICATIONS** | * Experience of working with vulnerable people with complex support needs.
* Appropriate Housing/Homeless, Youth & Community or Social Care qualification or related work experience.
 | * Experience of housing management related duties and tasks, e.g. voids control, rent collection.
* Experience of working with young people aged 16 to 24.
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| **SKILLS****&****KNOWLEDGE** | * + Practical problem-solving skills and the ability to make decisions under pressure while dealing with difficult and emergency situations
	+ Excellent verbal and written communication skills.
	+ Excellent I.T skills and the ability to work with a range of related programmes e.g. Microsoft Office, Genesis
	+ Skills and knowledge necessary to work with those affected by Adverse Childhood Experiences
	+ A knowledge of Equal Opportunities and how these are implemented in the workplace and service delivery
	+ Working knowledge of Welfare Benefits.
 | * + Working knowledge of housing law in Wales
	+ Awareness and understanding of relevant health and safety issues.
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| **ABILITY**  | * + Ability to deal with challenging situations in calm and professional manner.
	+ Ability to work alone, and act on own initiative, while working as part of a team.
	+ Ability and confidence to liaise with other agencies and advocate on behalf of young people.
	+ Ability to always maintain professional boundaries/relationships with service users.
	+ The ability to communicate in Welsh and English, or the commitment to learn
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| **ATTITUDE**  | * Empathy and understanding of issues relating to those affected by homelessness.
	+ Non-judgmental, non-discriminatory approach, being helpful and approachable.
	+ A flexible approach to working hours that are service user led, on a rota system, including lone working and covering evenings/weekends and waking nights.
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| **OTHER** | * Ability to drive and access to own transport. Business Insurance will be required for this role
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