

**Assistant (Housing and Support)**

* Opportunities across Swansea, Port Talbot, Bridgend, Carmarthen & Pembrokeshire
* Goleudy is passionate about helping people who are experiencing homelessness to find a home that is safe, secure and for the long term. Are You? If yes, this is the opportunity for you!
* Full and part time hours available including nights and weekends
* Roles outside of Swansea require car owner/driver
* Benefits include comprehensive training and development programme, generous annual leave, company pension and cash benefit health plan

**The role**

As this role is peripatetic, your working pattern will demand flexibility including evening and weekend working - both during probation period and when confirmed in post. Some posts require sleep in shifts and wakeful nights cover. You will need to be adaptable and ready to be deployed to a new, unfamiliar project at short notice.

**On the job development**

As an Assistant you will have a structured induction with placements across a range of service types/locations (see Goleudy.org for more information on our exciting projects). You will have a dedicated line manager and bespoke learning & development plan outlining the key skills, competencies, processes, policies and approaches required for success. You will be coached and mentored by experienced colleagues within Goleudy and your performance in the role will be reviewed regularly during your probation. Following successful completion of your probation period you will be confirmed in post.

**Key duties**

* Develop positive and professional relationships with clients, colleagues and stakeholders as when deployed.
* Provide projects with practical cover that is a consistent and holistic experience for clients.
* Work with clients to work towards actions and goals in support plans in person and via phone.
* Collaborate with colleagues and stakeholders from other agencies to ensure clients are receiving the right package of support.
* Create spaces of opportunity for clients through an activity-based programme within projects and the wider community, including Team Goleudy initiatives.
* Develop a solid foundation of understanding of health & safety, safeguarding and GDPR.
* Develop and utilise a toolkit of resources, interventions, and person-centred approaches e.g. solution focus, trauma-informed, reflective practice.
* Progress to undertake support worker duties including case work.

**Key performance indicators**

* Facilitate the effective running of services by completing daily, weekly and monthly tasks to a good standard and on time, as instructed by line manager.
* Supporting clients as per their support plan and groups as per service activity plan.
* Keeping clients and services safe with up to date risk assessments.
* Attending team meetings, supervisions, learning and development opportunities.
* Complying with all regulatory, legislative and organisational instructions, protocols, policies and procedures e.g. Health & Safety, Safeguarding, GDPR, Quality Management System.

**General**

* Ability to be peripatetic and change working pattern / location at short notice.
* Apply the organisational values to every aspect of the role at all times.
* Be aware of and adhere to organisational policies at all times.
* Take part in progress/performance reviews throughout the year.
* Cooperate with other organisational departments.
* Take responsibility for own personal development, seeking out opportunities to learn new skills.
* Attend training courses and complete training modules as required to meet requirements of the post.
* In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties that may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.
* Adhere to the organisation’s no smoking / vaping policy for staff at all its premises.

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|  | **PERSON SPECIFICATION**  These are the skills, abilities and knowledge we look for when reviewing job applications and asking questions at interviews. | Desirable / Essential | Job applicationApplication | Asked at interview |
| **1** | Your Skills & Abilities | | | |
| 1.1 | Standard of behaviour is in line with Goleudy vales and ethos as set out in the Code of Conduct, you are open to new ways of working and you can relate and engage with people of diverse backgrounds | E | 🗸 | 🗸 |
| 1.2 | With training and support, you can develop a sound understanding of needs and risk assessments, support planning and practice person centred approaches | E |  | 🗸 |
| 1.3 | You have a positive attitude and motivation to supporting our clients to achieve tenancy sustainment and independent living | E | 🗸 | 🗸 |
| 1.4 | You can work in a busy environment and show good time management skills | E | 🗸 | 🗸 |
| 1.5 | You can learn using your initiative and problem solve for benefit of clients/colleagues | E |  | 🗸 |
| 1.6 | You can manage changes in responsibilities and work locations with the right support | E |  | 🗸 |
| 1.7 | You can build a rapport and connect with people who face multiple disadvantages and co-existing support needs (rough sleeping, substance use, poor health, offending) | E | 🗸 | 🗸 |
| 1.8 | You can show empathy and emotional intelligence, confidence and assertiveness | E |  | 🗸 |
| 1.9 | You can communicate well verbally and in writing with minimal mistakes | E | 🗸 | 🗸 |
| 1.10 | You can read, understand, follow and contribute to policies and procedures | E |  | 🗸 |
| 1.11 | You can complete tasks to a high quality, with attention to detail using IT systems | E | 🗸 | 🗸 |
| 1.12 | You can design, plan and coordinate activities that are engaging and beneficial | E | 🗸 | 🗸 |
| 1.13 | You can communicate in Welsh | D | 🗸 |  |
| **2** | **Your Knowledge** | | | |
| 2.1 | Interest and passion for a wide range of social issues including homelessness, health, mental health, substance use and criminal justice. | E |  | 🗸 |
| 2.2 | Awareness of the welfare system and current issues | E |  | 🗸 |
| 2.3 | Commitment to learning the legislation governing health and safety and safeguarding | E | 🗸 |  |
| 2.4 | Interest in government strategy and policy governing the sector we operate in, including funding streams, innovation and best practice | E | 🗸 |  |
| 3 | **Qualification** | | | |
| 3.1 | Willingness to work towards a vocational qualification when required | E | 🗸 |  |
| 4 | **Other** | | | |
| 4.3 | Smart, professional, business-appropriate appearance at all times |  |  | 🗸 |
| 4.4 | Ability to work evenings, weekends and nights (certain projects) | E | 🗸 |  |
| 4.5 | Car Owner in possession of full driving licence and Business level insurance. | E | 🗸 |  |
| 4.6 | DBS is required for roles that undertake regulated activity. | E |  |  |
|  | NB: Goleudy operates a no smoking policy for staff at all its premises |  |  |  |