

**Job Title: Assistant (Housing and Support)**

**Reports to: Project Coordinator**

**Location: Swansea**

**Hours: Full time (35hrs) and part time positions are available**

**Salary: £16,650 (35 hrs) pro rata**

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* 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
* Benefits include comprehensive training and development programme, generous annual leave, company pension and cash benefit health plan

**The role**

The key focus for a Housing and Support Assistant is supporting people at imminent risk of losing their accommodation to take the necessary steps to prevent homelessness. Based at our 24-hour Paxton Street Project, you will provide emotional and practical support to individuals who may have experienced trauma, rough-sleeping, poor mental health, substance addiction, offending, amongst others.

**On the job development**

As an Assistant you will have a structured induction with 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**

* 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 have strong ICT skills using a range of Microsoft products | E |  | 🗸 |
| 1.14 | 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 |  |  | 🗸 |
| 4.5 | Car Owner in possession of full driving licence and Business level insurance. | D | 🗸 |  |
| 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 |  |  |  |