



ADFERIAD RECOVERY

Bodloni anghenion pobl sy'n agored i niwed sy'n wynebu heriau bywyd cymhleth
Meeting the needs of vulnerable people facing complex life challenges



JOB DESCRIPTION

Housing Support Mentor- Bridgend

Hours:	30 hours
Salary:	£19,047 (Pro Rata £15,237.60) – (Subject to 1% Uplift 1 st January 2022 & organisational review)
Holidays:	25 days per year plus 8 public holidays (pro rata)
Period of Notice:	1 week during probation; 4 weeks thereafter
Probationary Period:	6 Months
Based at:	Bridgend TBC
Responsible to:	Service Manager/Director of Registered Services

Service Information & Job Purpose:

This service will provide high quality and effective housing related support that focuses on strengths and goals within a framework of reducing harm, achieving tenancy sustainment, and living independently.

The service will work with individuals who have complex needs, holistically, working to the principles of the Housing First Framework in supporting all aspects of an individual's life, to achieve a healthy and active lifestyle.

This service will deliver support to individuals with complex needs across County Borough of Bridgend. Support will be available between 9.00 am to 8.00 pm - Mon to Sun with specific hours of support determined by each client needs. Staff will be expected to be flexible and work across the hours and days of service delivery and will be part of a rota of on-call service for out of hours provision where necessary.



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Main duties/responsibilities:

- Provide a variety of person centred, tailored interventions that support individuals with complex needs to find sustainable accommodation and develop their independent living skills.
- Manage a client caseload, and complete individual needs assessments, risk assessments, support plans and offer practical advice and advocacy to service users.
- Build and maintain positive relationships with individuals with complex needs to ensure successful support, to address the persons accommodation and wider support needs.
- Support service users to exercise informed choices about their lives where possible and to enhance their social skills and participate in their community.
- Support service users to identify the areas of support needed and identify the best option of support based on ongoing needs as outlined in their individual Support Plans.
- Work with service users to achieve their outcomes and the outcomes of the project, employing creative and innovative methods to meet these outcomes and, through their experience and resources, bring added value.
- Liaise with relevant services, organisations and agencies with regards to accessing additional support for service users.
- Practice homeless prevention, tenancy sustainment, Psychologically Informed Approaches, Solution Focus Practice, harm reduction, and co-production.
- To participate in the provision of an on-call service.



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External Collaboration:

- Communicate clearly, effectively and professionally with service users receiving support, Support Workers, Carers, family members, referrers and other Professionals via multiple formats (i.e., face-to-face, telephone, in writing etc.)
- Signposting/referring on to other specialist/appropriate services in a timely manner.
- Producing reports for internal/external purposes as required.
- Attending training courses and meetings as required by Adferiad and commissioning body
- Create productive working relationships with Adferiad and partners as well as external agencies by developing the trust and support of colleagues and minimising conflict.

Employee Responsibilities:

- Ensuring data collection and appropriate recording and presentation for monitoring, evaluating the effectiveness of the service and Quality Assurance reports as directed by the Service Manager/ County Manager or other Adferiad Managers.
- Act in accordance with the provisions of the Data Protection Act 1998 and Information Governance Policies.
- Comply with legal and regulatory requirements such as provisions set out in the Health and Safety at Work Act 1974.
- To act in accordance with the charity's Health & Safety and Safeguarding policies and to notify the line manager promptly if there are any concerns.
- To participate in regular supervision and appraisal and undertake any relevant training as appropriate to the role and your own personal development.
- To work in accordance with the charity's national policies and local operating procedures and those of external regulators or professional bodies.



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- As with all employees, workers and volunteers; to encourage people to join Adferiad as a member.
- Carry out all reasonable tasks commensurate with the post as directed by line manager
- Implement Adferiad's Equal Opportunities Policy and all other policies and procedures
- Must demonstrate empathy towards Adferiad Recovery's beneficiaries.



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	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Qualifications:	<ul style="list-style-type: none"> There are no specific qualifications but there must be evidence of commitment to personal and career development relevant to the post 	<ul style="list-style-type: none"> NVQ Level 2/3 in Health & Social Care, Advice & Guidance, or other relevant qualification 	Application
Experience:	<ul style="list-style-type: none"> Must have experience of providing care and support services to individuals with complex needs in a community setting (such as those who are homeless/at risk of homelessness, offending behaviour, mental health, domestic abuse, substance misuse) Must have experience of working with individuals experiencing complex challenges Must have experience of partnership working Must have experience of working with individuals experiencing housing and housing related issues 	<ul style="list-style-type: none"> Experience of delivering a floating support model of intervention 	Application / Interview
Skills:	<ul style="list-style-type: none"> Must be able to establish and maintain constructive working relationships with a wide range of professionals including own multidisciplinary team, external statutory and voluntary partners Must have well developed inter-personal skills and the ability to relate to individuals with complex needs, families, and carers in a non-judgemental manner Must be able to work independently as well as demonstrate good teamwork Must be able to work flexibly which may include evenings and weekends in line with rota / service requirements Must be able to work dynamically and adapt to Change 		Application/ Interview / Exercise



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	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Skills (ctd):	<ul style="list-style-type: none"> • Must be able to establish and maintain constructive working relationships with a wide range of • Must be able to communicate clearly and effectively • Must be able to keep accurate and readable service user and service administration records • Must be computer literate • Must be able to manage time and keep appointments • Must be able to drive with access to vehicle during working hours 		Application/ Interview / Exercise
Knowledge:	<ul style="list-style-type: none"> • Must have sufficient understanding of challenges faced by this client group and the varying service responses and interventions required dependant on background/present situation • Must have a sound understanding of the social and emotional needs of individuals with complex needs, specifically those who are or have been homeless or at risk of homelessness • Must have a good understanding of the challenges and barriers for individuals with complex needs, their families and care givers in accessing appropriate support services • Knowledge of, and ability to work with, issues of confidentiality, consent, and capacity • A sound knowledge of safeguarding adults, children and the protection of vulnerable adults 		Application/ Interview
Other Relevant Requirements:	<ul style="list-style-type: none"> • Full driving licence and full access to a vehicle for work purposes 	<ul style="list-style-type: none"> • Welsh language skills 	Application/ Interview / Exercise