



Job Description

Job Title	Housing Support Mentor
Department	Ty'n Rodyn House
Base Location	Ty'n Rodyn House, Bangor
Hours of Working	37.5 hrs per week over 7 days including sleeping night
Salary Banding	£19,047 per annum

Accountable To	Director of Recovery Services
Reports To	Team Leader
Line Management Responsibility	None

Job Purpose:

To be a positive role model and provide support to individuals who have been street homeless and/or are prison leavers. To provide support services for those in short term housing (approx. 6 months) and help individuals move on to sustainable living. Providing support that enables individuals to live independently and feel safe and secure with the long-term aim of them living substance free and independently in their own homes. Working with individuals in areas such as employment, training and education, debt management and daily living skills to promote wellbeing and a healthy lifestyle, inclusive of partner agency working.

Main Duties and Responsibilities:

Client work

- Working with service users in a proactive time and task specific manner on a variety of issues to impact positively on issues relating to housing, employment, training and education, offending behaviour and social isolation, substance misuse and mental health.
- To provide a variety of support to service users identified as appropriate using an integrative person-centred approach consistent with the functional model and methods used by CAIS.
- To establish a positive therapeutic relationship with all stakeholder to promote personal and social wellbeing.

- Alongside the referral panel to support the smooth transition for an individual into service including, assessment, risk assessment, support planning and reviewing of treatment in line with CAIS case management.
- To provide enhanced housing management support to all individuals.
- To enable service users to administer their financial affairs as appropriate, working within FCA guidelines.
- To participate in the provision of shift working, on call, weekend and sleeping night as required.

Administration

- To maintain regular contact with CAIS, in particular the line manager and team.
- To ensure electronic diary system is compliant with health and safety and working alone in the community policy.
- To maintain up to case management and review records as required, alongside the case management policy.
- To maintain appropriate records and receipts in respect of petty cash transactions.
- To work in a proactive and positive way with all stake holders for the best outcome for service users and complete onward referrals as and when required.
- Prepare service reports that inform purchasers of the work provided.
- To attend meetings as and when required, both internal and external.
- To adhere to undertake visits in accordance with CAIS policies, paying particular regard to the “Working Alone in the Community” policy and the use of People Safe devices.

General:

- To offer relief cover to Ty'n Rodyn project and other projects as required covering staff sickness and annual leave.
- Liaise with team leader on a regular basis to ensure good lines of communication.
- Attend regular team meetings.
- Participating in and contributing to own appraisal and supervision sessions.
- Maintaining a high standard of performance by working within the organisation’s policies and procedures.
- Assisting in promoting the aims and operational policy of CAIS.
- Seeking to improve own performance and contribution.

- Keeping up to date on developments in subjects relevant to own tasks.
- Seeking to improve own knowledge and skills.
- Contributing to the development and implementation of CAIS's policies and procedures.
- Carrying out other relevant work as required by the organisation.
- Contributing to an ongoing system of service evaluation.
- Being aware of CAIS's Equality & Diversity Policy and complying with it, and other staff-related policies.
- Being aware of CAIS's and the Local Authority's policies and procedures covering the Abuse of Vulnerable Adults and complying with them.

Professional:

- To participate in the CAIS continuous learning, development and appraisal process.
- To demonstrate and work within CAIS values and ethos.
- To maintain professional accreditation as appropriate to role.
- To attend training provided, organised or arranged by CAIS.
- To operate within and observe CAIS policies and procedures as amended and updated.
- Confidentiality: All information relating to CAIS and its service users is confidential and should not be discussed or disclosed without the prior consent of a senior manager.

This Job Description provides a framework in which duties may be carried out, however it may be necessary to make alterations and adjustments from time to time to meet the needs of the service.

Person Specification for Housing Support Mentor

	<u>Essential</u>	<u>Desirable</u>	<u>Method of Assessment</u>
Qualifications:	Qualified/willing to work towards NVQ 3 in Health and Social Care or hold equivalent qualifications.		Certificate
Experience:	<p>Experience of working with vulnerable client groups.</p> <p>Experience of working in community-based services.</p> <p>Experience of working with people with housing difficulties.</p> <p>Experience of partnership working.</p> <p>Experience of different treatment models to support the service user.</p> <p>To have a good working knowledge regarding the issues effecting prison leavers, homeless persons and substance misuse.</p>	Supporting People processes.	Application form Interview
Skills:	<p>Good communication skills.</p> <p>Full driving license and access to a vehicle.</p>		Application Form Interview
Knowledge:	<p>Knowledge of Housing, offending and employment issues.</p> <p>Knowledge of substance misuse issues and criminal justice.</p> <p>Good local knowledge.</p>	Working with families	Application Form Interview
Personal Qualities:	Ability to work as part of a team whilst also being able to work alone using own initiative.		

<p>Other Relevant Requirements:</p>	<p>A flexible approach to ensure service users have appropriate access to support when needed.</p> <p>Need cover weekend, flexible shifts and sleeping night as service requirement.</p>	<p>Ability to communicate fluently in both English and Welsh languages</p>	
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Prepared By: **Date:**

Reviewed By: **Date:**

Agreed By: **Date:**