

North Wales Housing Role Profile



Role Title	Relief Worker (Days)	Directorate	Operations
Department	Communities	Team(s)	Supported Housing
Responsible to	Supported Housing Manager	Responsible for	N/A

About North Wales Housing

North Wales Housing has been providing homes and delivering services since 1974. We are a successful housing association with over 2,700 homes and we are totally committed to our communities across North Wales. We prioritise significant investment in our homes and services.

We employ around 230 people working in a diversity of roles. We are proud to display the Investors in People 'Gold' and Best Companies accreditations as we care about and value our people as they put our customer at the heart of everything they do.

Job purpose

Contribute towards the delivery of a person-centred trauma informed support service within the standards and requirements of NWH, commissioners, funders, and stakeholders.

Contribute towards safe running of the hostel in accordance with NWH policies and procedures.

About your job

Key Result Areas/Principal Duties and Responsibilities

1. Perform regular security and fire safety checks of the building throughout the shift to ensure safety of the building and clients
2. Act as first point of call to deal with any incidents appropriately, contacting and liaising with NWH staff, emergency services, voluntary and statutory agencies, in order to maintain the safety of the building(s) and clients. Keeping accurate records as required and handing over to staff as appropriate
3. Assist clients with claims for housing and associated benefits to support residents' financial stability
4. Provide housekeeping and cleaning tasks regularly, including properties for re-let provide practical support and guidance to clients, ensuring good standards of cleanliness and hygiene are maintained
5. Provide a range of engagement and involvement activities to promote social inclusion amongst clients
6. To have an understanding of the safeguarding of children and vulnerable people and follow policies in relation to identifying, reporting, and escalating as required
7. Deputise the support of 277 projects out of hours in the absence of the Housing Support Officer (Pendinas)
8. Support street homeless men and women accessing the Hostel for clothing, advice, and support; signposting them to the relevant internal and external partners and agencies (St Mary's Hostel only)

Key Relationships – Internal and External

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<p>General</p>	<p>On-call officer Homes Team</p> <p>Clients Emergency Services Local Authority out of hours External Agencies out of hours External contractors out of hours</p> <ul style="list-style-type: none"> You will be committed to putting the customer at the heart of everything you do. You will actively contribute towards achieving targets, key performance indicators and service standards which relate to your role and assist in taking corrective action where performance falls below required standards. Ensure all policies and procedures are adhered to and implemented at all times. This includes Health and Safety, Equality Diversity, and Inclusion and GDPR. Comply with the Association's Code of Conduct by behaving in a professional, respectful manner at all times. Take part in progress/performance reviews throughout the year. Cooperate with other NWH departments to achieve good outcomes for our residents, applicants, colleagues, and contractors. Attend training courses and complete online training modules as required to meet the requirements of the post. Take responsibility for own personal development, seeking out opportunities to learn new skills. Undertake any other duties as requested which are reasonably deemed to be within the scope of the role or necessary for the smooth running of the business. 	
<p>About you</p>	<p>Essential Desirable</p>	
<p>Qualifications and specific training</p>	<p>N/A</p>	
<p>Knowledge</p>	<p>Awareness of professional boundaries</p> <p>Awareness of safeguarding principles for children and vulnerable adults</p> <p>Awareness of benefits system</p> <p>Awareness of the support needs of vulnerable people</p> <p>Awareness of benefits and claim processes</p> <p>Awareness of Health and Safety regulations</p>	<p>Awareness of issues and support needs connected to homelessness</p> <p>Awareness of specialist agencies e.g., drug and alcohol, mental health services etc</p> <p>Awareness of fire safety systems and regulations</p> <p>Awareness of security systems</p>
<p>Experience</p>	<p>Demonstrable experience of working in a confidential manner</p> <p>Demonstrable experience of working in a client centred environment (e.g., supporting individuals in reporting maintenance issues, making healthcare appointments, pursuing hobbies, securing training and employment, etc.)</p> <p>Demonstrable experience of responding to incidents within a housing or similar environment</p>	<p>Demonstrable experience of supporting people to make benefit claims</p> <p>Demonstrable experience of working with security and fire safety systems</p>

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Skills	<p>Developed written and verbal communication skills</p> <p>Basic numeracy skills</p> <p>Basic IT skills, including MS Office packages</p> <p>Basic housekeeping skills</p>	
Personal attributes	<p>Positive 'Can do attitude'</p> <p>Hard working, ability to produce high quality work</p> <p>Ability to work efficiently and to deadlines</p> <p>High level of attention to detail</p> <p>Ability to work on own initiative and as part of a team to achieve goals</p> <p>Proven record of adapting to change with a flexible approach to the requirements of the job</p> <p>Willingness to commit to own CPD</p> <p>Comfortable with everyday conversations/discussions specifically in relation to your job. Be confident to converse in Welsh when required. (The requirement is set at Level 3 on self-assessment form).</p> <p>Ability to maintain a calm and professional manner in a stressful environment/under pressure</p>	
Additional requirements	<p>Lone working role (Noddfa and Pendas only)</p> <p>An Enhanced DBS check is required for this role</p>	

About our ways of working

Our values and standards are what make us North Wales Housing. They are what we stand for. All our people work to these values that collectively sum up the character of the organisation. Our values drive our decision making on a daily basis and the way we act will embody our values.

We are One Team - We believe we can achieve more together. We are united in what we do and are proud of what we achieve together

We build Trust - We are honest, consistent and reliable. Empowering professionals to deliver what we say we will and do the right thing

We are Open - We are open to all and closed to prejudice. We value diversity and work hard to create an environment where people feel comfortable so they can bring their best

We Learn - We are curious and focused on how we can do better. We listen to learn, understand, be informed and re-evaluate. We welcome feedback and see our mistakes as opportunities to improve.

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We are Fair - We make sure our policies, practices and the way we work is inclusive and accessible and help us to do the right thing. We are balanced in our decisions, leading by example we treat people with respect.

The above role profile is not exhaustive but an indication of the duties the post holder may undertake and will be subject to review.

Post Holders

Date:

Signature:

Leaders Signature:

Date: