

We have an exciting opportunity for a Caseworker to join our team and be part of our journey

Job Title	Caseworker Supported Housing
Reporting to	Service Manager/Senior Caseworker
Location	Swansea
Salary	£19,432.20 pa (pro rata)
Contract Type	Permanent
Hours	24 Hours per week
Closing Date	22/02/2022

The Role and Purpose

Platform operate a supported housing project in partnership with Coastal Housing Association and is offering 5 self-contained flats and a staff office. The communal area comprises a kitchen, toilet, laundry room and back garden.

We are looking for flexible passionate individuals from all kinds of different backgrounds and ethnic minorities to provide housing related support to people over the age of 18 who have experienced poor wellbeing and mental health, homelessness and other multitude needs and who require a degree of support to live independently.

The project acts as a stepping stone from e.g., emergency accommodation like Bed and Breakfast, and moves in due course towards the person becoming ready to move-on having gained the skills, knowledge, experience, and confidence to live in permanent independent accommodation with a reduced risk of future homelessness.

The project will be providing support Mon-Friday 9am – 9pm and weekends from 9am-3pm. The post holder will be required to work appropriate shift patterns on a weekly basis including weekends and evenings on a 3 weekly rolling rota.

Role Responsibilities

- To lead on assessment of needs of individuals referred to the project, obtaining additional information, as necessary.
- To provide a range of social, emotional, and practical support as outlined in support plans.
- To work with the residents to sustain their tenancies and maximise their independence.
- To support residents to maximise their finances, manage their budget and make informed choices.
- To effectively manage and maintain a case load to ensure that an effective service is delivered to residents we work with
- To work with the residents to draw up support plans to meet identified needs, and ensure support is delivered in line with the support plan.

- To support residents in moving towards independent living in a recovery orientated way
- To report concerns of tenancy issues / breaches to the Senior Caseworker in line with the Housing Management Agreement
- To review progress and relevance of risk assessments and support plans and update accordingly to ensure that risk is managed effectively, monitored on a regular basis.
- To encourage residents to provide their views on the service, e.g., through feedback questionnaires and house meetings.
- To liaise with other agencies with and on behalf of residents as part of planned support, to include participation in joint meetings and case reviews, ensuring collaboration and effective support planning.
- If required assist residents in their move on/resettlement in new accommodation
- To support residents to access information and advice in order that they are able to make informed choices in matters that affect them, to promote their independence.

The Ideal Candidate

Required experience, knowledge, qualifications, and training:

- Knowledge of trauma-informed practice, attachment theory and relationship-based approaches.
- Experience of working within the mental health sector and/or supporting people experiencing emotional distress.
- Experience of involving people accessing services in the design and development of the services they used with a strong focus on listening to people with lived experiences.
- Excellent communication skills
- Understanding of safeguarding for adults.
- Self-awareness and willingness to engage in reflective practice and ongoing personal development.

Desirable experience, knowledge, qualifications, and training:

- Ability to communicate in Welsh
- Experience of working in a Supported Housing environment
- A good knowledge of welfare benefits and homelessness legislation.
- Experience of providing housing advice and support to people to enable them to maintain their tenancies and prevent housing crisis.

Personal Attributes

- Highly organised
- Resilience
- Reflective
- Team player

- Strong time management / prioritisation skills.
- Driven and passionate
- Excellent communication skills

Why Platform

At Platform we truly believe that staff are our number one resource, without the wonderful people who work here we would be nothing. So, we do our best to ensure people feel respected, valued, cared for and supported. Our staff really matter to us, you are at the heart of everything we do. We are passionate about training, career development and progression. There are many opportunities to learn and develop. We provide all training required to successfully deliver the role and you will be surrounded by a fully experienced and supportive team and manager. It matters to us that our workforce represents as many identities and backgrounds as possible. As such, we are committed to providing equality of opportunity for all current and prospective members of our team, at every level of the organisation. We particularly welcome applicants from black and minority ethnic backgrounds. We are committed to support flexible working and believe getting the balance right is critical to personal and professional success.

If you have any question relating to the role, please do get in touch with Andy Terwee, Service Manager, on 01792 475441