

Assistant Project Worker, Norfolk House, Colwyn Bay

35 hours per week

£19,704 per annum, pro-rata

ClwydAlyn is a registered Social Landlord operating across 6 counties in north and mid Wales. Customers are at the heart of everything we do. We have a culture of hard work and success, aiming high and achieving great things for our customers whether they are colleagues, residents in housing, older people in care homes, young people in supported living projects, the homeless or women in need of support.

Everything we do is based on our values of Trust, Kindness, and Hope. We are looking for someone that lives and breathes these values!

Norfolk House operates 24 hours a day, seven days a week including weekends and bank holidays and provides safe and secure accommodation for vulnerable customers with complex needs. An exciting opportunity has arisen within the team for an Assistant Project Worker.

Key Responsibilities of Role include:

To assist the Project Workers in providing person centred support to service users, through individual support planning, ensuring the identified needs of the service user are addressed.

To undertake all related and necessary paperwork and electronic administrative duties associated with such support.

To have an understanding and knowledge of Welfare Reform, including working and non-working benefits which may affect the individual's ability to afford day to day living costs.

To arrange and organising regular house meetings and service user activities that enhance the service being provided, as well as supporting service users to comply with Licence/tenancy agreements and House Rules.

To assist Project Workers and the Senior Project Officer in the provision of a high-quality Housing Management and Support Service which includes ensuring that a full admission procedure for all Service Users is completed and appropriate Needs and Risk Plans are agreed and carried out.

The successful candidate will have:

Experience of working face-to-face with vulnerable groups in a complex needs setting (including adults with alcohol/substance misuse and mental health issues)

The ability to deal with conflict, manage aggressive behaviour and diffuse situations effectively

Great people skills and excellent communication skills.

You will have empathy with homeless people and have a passion for wanting to provide safe and secure accommodation to some of the most vulnerable in society.

You will have a positive and dynamic attitude to working in what can be a challenging environment at times.

You will have an understanding of what delivering excellent customer service is and a commitment to doing so.

For this role you will require an Enhanced DBS check, which we pay for.

Shift patterns will vary dependant on scheme, but shifts will include days, evenings, weekends, sleep in's, and lone working, on a rota basis.

We offer a range of benefits including 25 days annual leave increasing to 28 days with service, life assurance, matched pension contributions, EAP scheme and a range of voluntary benefits

To apply, please send your CV and expression of interest to peopleteam@clwydalyn.co.uk.

Closing date: 17th January 2021

Interviews: 25th January 2021