



# ClwydAlyn



## Specialist Intervention Officer

**Permanent, Full Time**

**£31,431.20 per annum**

At ClwydAlyn we put people at the heart of our business. We are on an exciting journey which will see us implement a new business plan focused on tackling poverty across North Wales where we provide our homes and services. Everything we do will be based on our values of trust, kindness and hope.

ClwydAlyn don't have residents who are anti-social. We have residents who face crisis at certain points in their lives. When this happens, we want to be able to provide specialist support to help them stay in their home whilst also providing support and assistance to their neighbours.

### What are we looking for

We're looking for a forward-thinking person, who isn't afraid to step away from traditional working methods. We don't like labels and recognise that all of our residents are unique. With that in mind, you'll help us to shape our services to meet the needs of our residents.

You'll develop best practice when working with tenants at crisis point. Be a mentor and trainer for other housing officers. You'll represent ClwydAlyn and our values across North Wales.

Ideally, you'll have experience of housing legislation but if you don't then this isn't a deal breaker. It's more important to us that you are able to relate to residents, understand their needs and work with them to prevent homelessness.

The role involves a high level of multi-agency working and will require strong communication and negotiation skills. The ability to form relationships, work collaboratively and find joint solutions is key along with strong organisational skills and the ability to deal with conflicting priorities.

In addition to the above, you will be empathetic, with a drive and passion for helping people. You will need you to be numerate with excellent IT skills, be a good communicator, be organised and enjoy working as part of a team.

Please take a look at the overview of the role and if you are interested and would like to understand more, let's have an initial conversation, give me, Brendan, a call on 07730 200435.

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

### Why work with ClwydAlyn?

At ClwydAlyn, we offer a great benefits package including membership of pension scheme with employer matched contributions to 8%, cycle to work scheme, eye care vouchers, 25 days annual leave increasing to 30 days with service, life assurance, EAP programme, as well as a comprehensive training package all in a values-based organisation with a great culture! As a member of working families, we are continuously developing our flexible working

approach, and can offer real choice around the hours and days that you work. We want to work with you to find the best way of working for both of us!

**To apply please email the [peopleteam@clwydalyn.co.uk](mailto:peopleteam@clwydalyn.co.uk) with an Expression of Interest.**

**The closing date for applications is 25<sup>th</sup> July 2021.**