



ClwydAlyn

Department: Supported Living

Job Overview

Project Worker – Nights

Permanent

- £24,553 per year
- Colwyn Bay, Norfolk House
- 37 hours a week – 8pm – 8am on a rota basis
- Qualifications: *Youth & Community, Housing or Social Care qualifications or relevant experience*

KEY DATES:

Shortlisting: 19/02/2025



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Job Overview

Project Worker

Department: Supported Living

Salary £24,553 per year

Location: Colwyn Bay, Norfolk House

Work Pattern: 8am – 8pm, 37 hours a week

Job purpose: As a project worker you will play an active role in creating an environment where our residents can flourish. You will be someone who values inclusivity and is passionate about giving people support in their home and within their community to improve their quality of life.

Our mission at ClwydAlyn is “Together to Beat Poverty!” and your role is key in helping us to eradicate the causes of poverty across North Wales by enhancing the lives and promoting the wellbeing of our residents.

Qualifications:

Youth & Community, Housing or Social
Care qualifications or relevant experience.

This role requires an Enhanced Disclosure & Barring Service (DBS) check which we pay for.

About Norfolk House

Norfolk House, part of ClwydAlyn Housing Association, provides abstinence-based supported living for individuals facing homelessness and substance misuse challenges. Its mission is to offer a safe, stable, and structured environment where residents can rebuild their lives, develop independence, and move towards long-term housing. Through 24-hour support, personalised recovery plans, and access to essential services, Norfolk House helps individuals overcome barriers, build resilience, and reintegrate into the community with confidence and stability.

Apply at clwydalyn.co.uk



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Job Overview

Project Worker

Is This Role Right for Me?

Working as a Project Worker at Norfolk House in Colwyn Bay is a unique and fulfilling opportunity to make a tangible difference in the lives of individuals struggling with substance misuse and homelessness. If you are passionate about helping others, resilient in the face of challenges, and driven by the values of Trust, Kindness, and Hope, this role could be the perfect fit for you.

Key Personal Attributes

- **Empathy and Compassion** – You will be supporting individuals who are on a difficult journey, requiring patience, understanding, and a non-judgmental attitude.
- **Resilience and Emotional Strength** – Some situations may be challenging, but your ability to stay positive and focused will be key.
- **Strong Communication Skills** – Building trusting relationships with residents, colleagues, and external partners is vital to the success of your work.
- **Problem-Solving Abilities** – Every resident's situation is unique, requiring creative and flexible approaches to support their progress.
- **Team Player Mentality** – Collaboration with colleagues ensures the best outcomes for those in our care.

Challenges of the Role

- **Working with Vulnerable Individuals** – Many residents have experienced trauma, mental health struggles, and long-term addiction, requiring sensitive and ongoing support.
- **Emotional Demands** – The role can be emotionally taxing, as not every individual will progress at the same rate or in a linear fashion.
- **Crisis Management** – Situations may arise where residents need urgent intervention or additional support, requiring quick thinking and composure.

The Rewards of Working at Norfolk House & ClwydAlyn

- **Making a Difference** – Your work will have a lasting impact, helping individuals rebuild their lives and regain their independence.
- **A Supportive Team Environment** – ClwydAlyn fosters a culture of teamwork, ensuring you have guidance and support in your role.
- **Personal and Professional Growth** – Gain invaluable experience in social care, with opportunities for training and career progression.
- **Seeing Positive Change** – Witnessing residents achieve milestones, overcome struggles, and move towards independent living is incredibly rewarding.

Join Us

If you're ready to be part of a team that transforms lives and provides hope for a better future, Norfolk House is the place for you. Your dedication and compassion can help create lasting change



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Project Worker

Key Roles and Core Functions

Relationship building and teamwork is key to the success of this role. You will provide advice and support to our residents, empowering and encouraging them to make positive choices which could lead to volunteering, apprenticeships, work placements, education and ultimately moving onto living an independent lifestyle and contributing and feeling part of the community.

Your role is crucial in supporting and helping develop life skills and the skills required to maintain a tenancy once they move on to independent living. Skills to help support and encourage to develop include, cooking, cleaning, welfare benefits, access to healthcare and signposting to specialist services such as substance misuse services and mental health services

The role is both challenging and rewarding - making a real difference to people's lives means that you'll need to be bold, passionate and confident in having open and honest conversations.

As a Project Worker you will:

- Facilitate opportunities including activities for residents which will promote social inclusion, confidence, social skills, wellbeing and diversity.
- Lead on our values incorporating safeguarding and health and safety in everything you do.
- Have a flexible and proactive approach to supporting our residents and supporting the team
- Lead by example, demonstrating our values, behaviours and Code of Conduct.
- Be accountable for your own and team actions.
- Be open and encourage honest conversations, be willing to accept and act on constructive feedback, keeping people informed, and always do what we've said we'll do.
- Having a resilient approach to dealing with challenging behaviours.
- Take pride in your working environment.
- Treat everyone as an individual.
- Be open to change and work with partner agencies so that we can achieve more and find solutions to the challenges we face.
- Believe in bringing out the best in people, equipping them to make their own decisions and meeting their full potential.
- Be able to record and capture the progress of a resident's journey

Work for us – Benefits

As well as making sure staff have access to a free meal each day, other benefits include:



Health benefits

We offer a range of health related benefits including a Cycle to Work scheme, Eye Care scheme and Health Care Cash Plan.

We also offer a free and confidential counselling service to all staff.



Annual Leave

We offer 25 days plus bank holidays increasing to 30 days after 5 years' service.

Additional flexibility to buy and sell up to 5 days annual leave (pro rata).



Enhanced sickness pay

Enhanced sickness pay after 1 years service rising to a maximum of 3 months full pay, 3 months half pay.

In serious and life threatening situations we agree support on an individual basis.



Dedicated Wellbeing Support

We know that fostering high levels of wellbeing is good for people, the organisation and the communities we work within. We are committed to creating positive, flexible working environments where individuals and communities can thrive.

We have a dedicated Workplace Wellbeing Team and we provide a wide range of support and wellbeing-related benefits to support good mental, physical and social wellbeing.



Families are important

We offer 4 months full pay and 5 months half pay when on Maternity, Adoption or Shared Parental Leave.

We also offer an agile and flexible working environment to support families and carers.



Pension

Defined Contribution pension scheme with matched contributions (up to 8%) and death in service benefit 3 times your salary.



Financial wellbeing and support

We offer a range of support including access to savings and loans through a credit union, access to support from our in-house Welfare & Money Advice Team and access to a free lunch for all staff.



Learning & Development

Investing in the personal development of staff to reach their potential is our priority.

Through formal training, on the job learning, coaching and mentoring, we provide a learning environment that is supportive for each person to build skills that will help them be great in their job today but also enable them to grow a career with us for the future.



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How to apply?

You can What's app your CV, Audio note or Video by using the number 07881837177

or email recruitmentca@clwydalyn.co.uk

Come have a conversation with us, we look forward to hearing from you!



Good luck!
Apply at clwydalyn.co.uk