



Specialist Housing Co-ordinator

Applicant Information Pack



We build homes, create communities and transform lives

Alternative formats

If you require this document in an alternative format, such as large print or a white or coloured background, please contact our Communications team.



unitedwelsh.com/contact



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About Us

United Welsh is an award-winning not-for-profit organisation providing homes and related services in South Wales. We are passionate about building homes, creating communities and transforming lives.

We look after over **6,700 homes** for people across **11 local authority areas**, and our services help thousands more in our communities.

Helping people to live happily and in good health is important to us, and we are proud to have been named fifth best landlord in the UK.

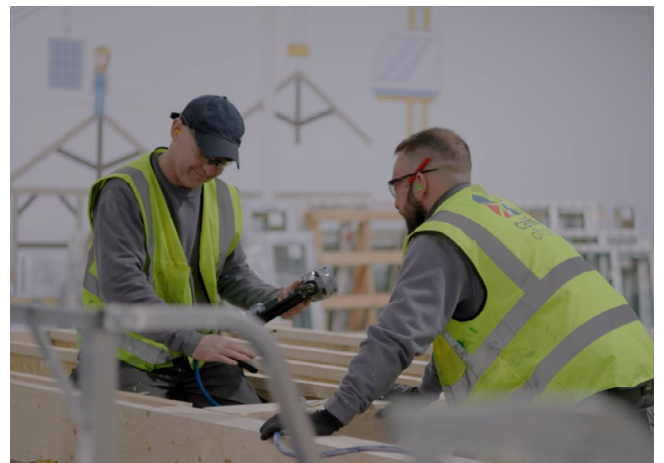
We have a new building programme that is worth around **£55m** each year and in the next five years, we intend to build **1,300 more homes**.

We are ambitious about how we can help people to live their best lives, working with a range of partners including local and national government and the NHS to give people choice; tackling poverty, improving wellbeing and playing our part in ending homelessness.

The Group includes our repairs and maintenance service Celtic Horizons; timber frame home manufacturer Celtic Offsite and Harmoni Homes Ltd, which builds affordable homes and homes for sale.

With over **400 employees** and a turnover of over **£40m**, we are an ambitious organisation with a strong sense of social purpose.

Life at United Welsh centres around our culture. We live by our values which connect us and inspire us, guiding our strategies as well as the decisions we make day to day.



About Us

United Welsh

**Celtic Horizons
Ltd**

**Harmoni
Homes Ltd**

Developing homes for
United Welsh

**Celtic
Horizons**

Asset
Management

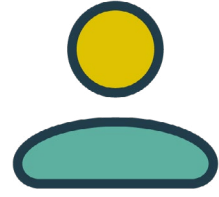
**Celtic
Offsite**

Timber frame
factory

The Celtic Horizons asset management service for United Welsh is delivered in partnership with Mears Ltd



Job Profile



Specialist Housing Co-ordinator (Living Well)

Reporting to
Living Well Team Leader

Broad purpose of the post

We have an exciting opportunity to join our Living Well team as a Specialist Housing Co-ordinator. Our Living Well services provides homes for people aged over 55, helping them to live well in safety, happiness and good health.

As a Specialist Housing Co-ordinator you will provide an intensive housing management service for Living Well residents, whilst also taking a broader lead on good practice relating to safeguarding and anti-social behaviour.

In this role you will ensure that the Living Well team are providing a proactive and efficient service and that complex cases are effectively managed in a timely manner. Working in a person-centred and trauma-informed way, this role is pivotal to ensuring contract sustainment for our residents and that they are encouraged and supported to live independently and maximise their wellbeing.

This role is based in Cardiff, but will involve working with residents in all our service areas including Caerphilly, Blaenau Gwent and Monmouthshire.

- Temporary, maternity leave cover up to one year
- Full time, 35 hours
- £36,843.15 per annum
- Closes Tuesday 1st April
- Interviews 9th April

Key Accountabilities



- To deliver a person-centred/trauma informed service to Living Well residents, identifying those most at risk and working with them in a positive, enabling way to live independently in their own homes and provide life-changing opportunities
- Be responsible for a defined number of Living Well schemes, proactively dealing with all aspects of Occupation Contract management. This will be in addition to organising and carrying out housing surgeries with residents, equipment testing, producing person-centred Fire Risk Assessments, estate inspections, etc
- To play a key role in ensuring that anti-social behaviour is managed effectively and efficiently within the Living Well team; ensuring that incidents/cases are managed in line with current policies and procedures, and within given timescales, provide support, advice and guidance across the team where necessary
- Submitting and monitoring safeguarding referrals and updating daily monitoring centres as appropriate
- Working in partnership with the Connect team to promote the benefits of being socially active to residents and ensuring that schemes are inclusive and welcoming places to live
- To work and influence external agencies; developing partnership approaches, signposting residents to relevant services and undertaking joint service provision or initiatives where appropriate to develop and improve services for our residents
- To proactively support the voids and allocations process in liaison with the Lettings team to ensure that voids are let efficiently and within the agreed targets to ensure void loss is minimised
- To liaise with the dedicated Income Recovery Team to ensure that early and effective intervention of rent accounts takes place across a defined area, including supporting residents with Universal Credit and Housing Benefit applications and making referrals to the Money Advise team as appropriate
- To ensure that all duties are carried out in accordance with relevant policies and procedures to maintain a high-quality service for residents, staff and the wider organisation.

Personal Requirements

Essential

- Experience of working in social housing or a related sector
- Ability to work with a variety of people from different backgrounds with multiple complex needs
- Ability to manage complex cases with effective outcomes
- Knowledge of Renting Homes Wales and the ability to translate this into operational practice
- Ability to use Microsoft Office packages including Word and Excel
- Good written, oral and numeracy skills
- Ability to plan and prioritise own workload, whilst remaining calm under pressure
- Ability to work flexibly in a challenging and changing environment, dealing with unpredictable situations calmly and effectively
- Confident self-starter who is proactive and able to work independently and make reasoned judgements and decisions
- Good team player, with an ability to develop and maintain effective partnerships both internally and externally
- Full driving licence, with access to a vehicle for business purposes

Desirable

- A housing qualification or similar
- Understanding of motivational interviewing/trauma-informed practice and working with people using a coaching style to achieve positive outcomes.



Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all of the criteria will be considered in the process of making an appointment.

Terms and Conditions

Current Salary

Total salary is **£36,843.15** per annum.

Pension Plus

While working at United Welsh you are eligible to join our pension scheme. United Welsh partner with the **Social Housing Pension Scheme (SHPS)** to deliver our pension provision for employees.

The **Defined Contribution Scheme (DC)** matches employee contributions up to 10%. It is a salary sacrifice scheme, so deductions are taken before tax.

SimplyHealth

While working at United Welsh you are eligible for enrolment in our SimplyHealth healthcare plan.

Leave

- **30** days plus Bank Holidays
- **Two** United Welsh Gifted Days - an additional two gifted days, usually to be taken during the office closure over the festive period.

Additional Benefits

- **30 days** annual leave and bank holidays
- An additional **two gifted days** to be taken over the seasonal period
- A company culture that promotes **work life balance**
- **Flexible** working
- Opportunities to be involved in **'Can Do'** days, giving back to the communities where we work
- A half a day's leave under the **'School Starter Scheme'**
- Free **fruit, fresh filtered water, tea and coffee** within our offices
- **Cycle to Work** Scheme
- One year's **paid subscription to professional body** (one membership per year)
- Membership to our **SimplyHealth** healthcare plan
- **Free eye tests** at Specsavers and a contribution towards the cost of prescription glasses
- Access to our **internal coaching and wellbeing services** that are devoted to supporting professional and personal development
- Free and confidential access to a **24/7 Employee Assistance Wellbeing Hub**
- We are a member of the **Social Housing Pension Scheme**. There is an opportunity for employees to join The Defined Contribution Scheme and we match contributions up to 10%
- **Learning and Development opportunities**, with learning available in a range of formats to suit your needs
- We are committed to supporting applicants and staff with disabilities and hold the **Disability Confident Level 1 Award**
- We are committed to becoming a **menopause friendly employer**
- We are an Armed Forces friendly organisation and hold the **Armed Forces Covenant – Bronze Award**



How to apply

To apply, please send a copy of your **CV and cover letter** to jobs@unitedwelsh.com. In the cover letter, please outline why you believe you would be successful in this role based on your experience and on the essential/desirable criteria in the job description, in no more than 1,000 words.

In addition to your CV and cover letter, please also complete our online Equality, Diversity and Declaration of Interest form which can be found on our website [here](#). If you do not complete all parts of this process, you will be at risk of your application not being progressed further.

Closes: Tuesday 1st April
Interview date: 9th April

We reserve the right to close this role early if we receive a high volume of suitable applications.

Within your CV, please provide the names, positions, organisations and contact details for two referees, one of whom should be your current or most recent employer. We will not approach these referees prior to the shortlist stage, and we will seek your permission first. However, references will be sought as part of our pre-employment checks for the successful candidate.

- We would be grateful if you could submit the Equality Diversity and Declaration of Interest form with your application. You can complete this form online. The information you provide will be used for monitoring purposes only and will be kept separate from your application
- Please ensure your CV and other documents are emailed as a Word or PDF file, as unfortunately, we are currently unable to accept applications in any other formats at the moment
- Requirements within the essential criteria of the Personal Requirements will be used for shortlisting purposes. However, all the criteria will be considered in the process of making an appointment.



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