

HOMELESSNESS AND SUPPORT CO-ORDINATOR



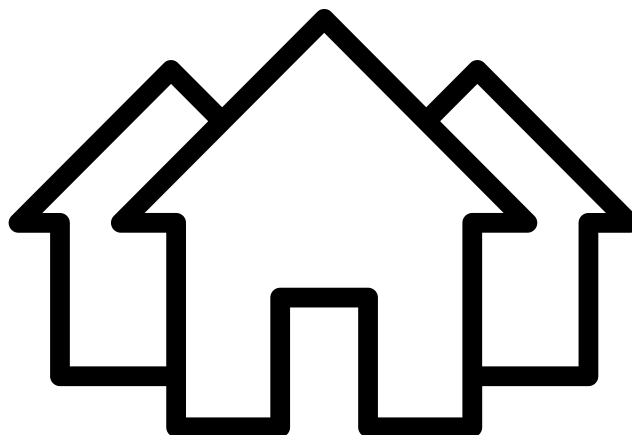
WORKING FOR US

ARE YOU...

- ☐ Interested in improving the lives of Gwynedd residents?
- ☐ A positive and enthusiastic person?
- ☐ A leader who can inspire?
- ☐ Good with people?

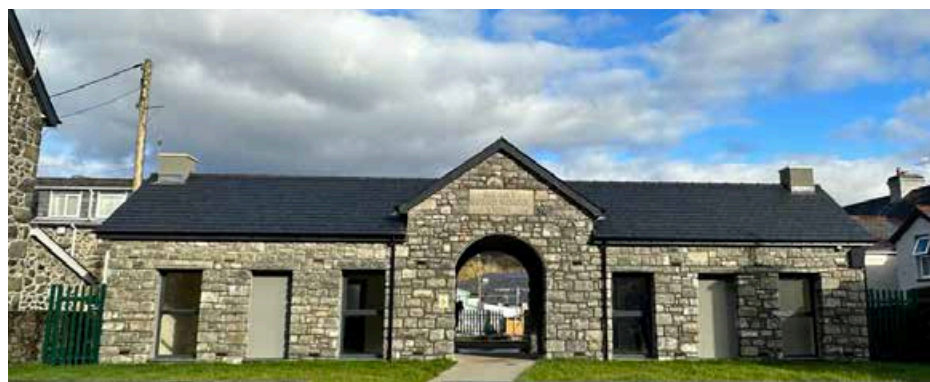


IF YOUR RESPONSES ARE "YES" TO THE QUESTIONS ABOVE, THIS POST MAY BE OF INTEREST TO YOU!



CONTENT

Council overview.....	3
Housing and Property Dept. overview.....	4-5
Homeless and Support Service overview.....	6
Job Description and Person Specifications.....	7-9
Benefits of working for Cyngor Gwynedd.....	10
Timetable and applying.....	11



OVERVIEW OF CYNGOR GWYNEDD



Dafydd Gibbard,
Prif Weithredwr

Gwynedd Council provides a wide range of services across our County including educating our children, looking after our people, cleaning our streets, looking after our well-being and promoting our local businesses to succeed.

The main thing that enables us as a Council to do this is the staff who work here. The Council is full of people who have chosen to work here because they want to help the people of Gwynedd and make a difference to the communities and environment in which we live.



- The Council serves over 120,000 people
- Over 6,000 staff work at the Council
- The Council offers over 100 services to the people of Gwynedd and beyond every day

THE HOUSING AND PROPERTY DEPARTMENT

Department strategic objective:

Ensuring that Gwynedd residents have access to a suitable, quality, affordable home that improves their standard of life.

The work undertaken by Housing and Property Department varies enormously and no one day is the same. But one thing that is constant is that our work truly has an effect on the lives of Gwynedd residents every day, whether that be helping someone who is homeless find a roof over their head, or support first time buyers renovate their homes by providing grants.

I encourage anyone who is interested to apply for this exciting post.

CARYS FÔN WILLIAMS, HEAD OF HOUSING AND PROPERTY DEPARTMENT



Join our committed team and make a real difference to people's lives! We are passionate about providing homelessness support and supporting those in need to find stability and safety. No two days are the same - every day brings new challenges and opportunities to help individuals and families cope with challenging times. If you're looking for a fantastic role where you can effect positive change, be a part of a supportive team and have a permanent effect, we'd be very glad to hear from you!

COLLEEN PRIRCHARD, HOMELESSNESS AND SUPPORT SERVICE MANAGER



HOUSING AND PROPERTY DEPARTMENT OVERVIEW



The Department's role is very broad and includes:

- Enabling people to **access social housing**
- Dealing with cases of **homelessness**
- Bringing **empty properties back into use**
- Awarding **financial grants** to providers to **support people in their homes**
- **Ensure appropriate standards** in houses
- Provide **grants** for **home adaptations** for **disabled people**
- Execute **the Housing Action Plan**
- Provided **tenancy support** to those in **temporary accommodation**

... and much more.



HOMELESSNESS AND SUPPORT SERVICE OVERVIEW

Homelessness prevention

- Providing advice and support to help individuals and families stay in their homes.
- Mediate with landlords, family members , or support services to prevent evictions.
- Offer financial support, such as rent deposits or arrears, where relevant.

Homelessness assessment and support

- Assess homelessness applications under the Housing Act (Wales) 2014.
- Provide temporary accommodation where required.

Emergency and temporary housing provision

- Arrange emergency accommodation for those without a roof over their head or in danger.
- Work with housing associations, private landlords and supported housing providers.
- Manage placements in hostels, bed and breakfasts, and other types of temporary accommodations.

Housing and Support Services

- Refer and direct clients to relevant support services (e.g., mental health, substance misuse, domestic violence support).
- Collaborate with social services to assist vulnerable individuals, including those who leave care and families with children.
- Support those who sleep rough through support programmes and Severe Weather Emergency Protocol (SWEP).

Legal compliance and Policy

- Ensure compliance with housing legislation, including the Housing Act (Wales) 2014 and Children Act 1989.
- Keep accurate records and reports showing compliance with duties.
- Collaborate with other agencies (e.g., police, charities, health services) to support whole-service solutions.

Long term housing solutions

- Help individuals get access to permanent accommodation through social housing or private rent.
- Provide tenancy retention support to prevent homelessness.
- Collaborate with landlords and housing providers to increase available housing options .

Overview of the post

Homelessness and Support Services Coordinator

Salary: PS3 Scale - please see job advertisement

Accountable to: Homelessness and Support Manager

Purpose of the post

- Ensure that the people of Gwynedd are at the heart of everything we do
- Assist the Service Manager in ensuring that the team(s) being led delivers effectively and efficiently what is important to the people of Gwynedd by creating and maintaining a respectful and trusting atmosphere, empowering, and inspiring staff.
- Lead the team across the county to effectively and efficiently provide services and support to help people who present as homeless in Gwynedd in accordance with relevant legislation, policies and Council procedures.

Main duties:

Assist the Service Manager to:

- Help the team review and challenge its performance
- Create and maintain an environment that enables all team members contribute and make decisions to provide the best possible service
- Ensure an environment of trust and accountability within the team ensuring appropriate communication with and within the team.
- Encourage the team to be innovative, daring and learn from experience in order to improve performance
- Coach and/or mentor the team to identify and act in a timely manner in order to eliminate barriers that prevent the ability to deliver what is important to the people of Gwynedd
- Assist to facilitate personal development of team members
- Operate in a flexible manner within the team operating principles to deliver what is important to Gwynedd residents.
- Continuously search for ways to improve the service, identifying matters that prevent the team from delivering effectively and efficiently and act to solve them.
- Contribute and make decisions in order to deliver what is important to the people of Gwynedd
- Act proactively; be open to thinking differently; be energetic and committed with personal integrity in order to fulfil the above role.
- Ensure, by encouraging and motivating, that the team's staff take ownership of the Ffordd Gwynedd principles
- Ensure an environment within the team that promotes and encourages staff well-being
- Ensure that the team contributes towards the service objective, or those of other establishments who try to deliver what is important to the people of Gwynedd.
- Promote the need to identify and act on future threats and opportunities, including preventative steps
- Lead change in the team within the service area where change is needed
- Develop individuals and teams ensuring that they have the required to fulfil the roles needed now and in the future

Overview of the post

- Responsible for coordinating and leading the day-to-day work of the Homelessness and Support team
- Ensuring that the team acts in strong, reasonable and professional manner when advising or acting on service requests, ensuring an ethos of compassion and the hunger to help improve the living circumstances of vulnerable families.
- Ensuring that the Council responds appropriately and fully to homelessness matters.
- Look for opportunities to present, and lead on other strategic homelessness projects which will improve our homelessness provision service in Gwynedd.
- Establish and maintain support provision contracts in new “Supported Accommodation” developments throughout the county.
- Ensure the provision of appropriate private sector options (and other housing leased by our public partners) in order to house homeless individuals temporarily and permanently.
- Manage tenancies provided by the Council to individuals in Supported Accommodation.
- Monitor that support provision contracts work effectively.
- Provide technical and professional guidance on Homelessness and Strategic Projects matters to officers within the team, the Manager, Head of Service and Members.
- Operate as lead officer on technical and professional Homeless and Strategic Projects matters within the Council.
- Ensure that the Homelessness team acts in accordance with relevant legislation, regulations, guidelines and policies.
- Attend meetings, Committees, Sub-Committees or working groups when needed, including co-ordinating with agencies and other councils relevant to the duties of the service.
- Prepare statistical and financial reports as and when required.
- Ensure that the team operates within budgets available to them to run the service and be open to the need to ensure best value for money at all times, identifying opportunities to improve the financial efficiency of the team, Service and Department.
- Collaborate with others on specific projects related with homelessness and housing matters including supporting other teams to deliver their own purposes.
- Support the Manager and Head of Service to deliver services and projects in the Council’s Housing Action Plan.
- Create relationships and partnerships in order to promote close collaboration with other public and third sector bodies operating in the homelessness/housing field.
- Regularly identify, review and monitor any Health and Safety risks to staff and/or clients
- Ensure that the team has effective and efficient IT systems to facilitate service provision, moving to digital operating systems.
- Contribute towards the success, prosperity and the development of the Housing and Property Department, including contributing in departmental management/team leader meetings.

**This is a summary only, intended to give an idea of main duties. For a full and comprehensive list of all the posts’ duties, please refer to the post advertisement on the Council website*

Person Specification

PERSONAL ATTRIBUTES

Essential:

A natural leader who can motivate staff to make decisions and deliver.

A person who is keen to solve barriers and search for opportunities to improve the service.

A clear communicator who can inspire and help others

An organised person who can prioritise presenting work and programmes

The ability to deputise effectively and stay calm under pressure.

Strong interpersonal and communication skills, orally and in writing.

The ability to foster effective working relationships with clients, colleagues and external partners.

Can operate IT systems, including case management software and Microsoft Office.

QUALIFICATIONS AND RELEVANT TRAINING

Essential:

A degree in a subject associated with the Housing Service field of work or a level 5 or higher management qualification

RELEVANT EXPERIENCE

Essential:

Experience of dealing with customer needs in the housing field

Experience of supervising the work of others

Experience of preparing and presenting reports

Experience of creating and executing work programmes

SKILLS AND SPECIALIST KNOWLEDGE

Essential:

The ability to work within tight timescales and respond to customer requirements

The ability to lead change and develop more effective methods of working

Strong communication skills, orally and in writing

Strong computing skills

Being flexible and dealing with customers in a constructive and appropriate manner

Empathetic and person-centric, with a strong commitment to equality, diversity and inclusiveness.

Committed to continued improvement and learning, personally and for the team.

The applicant must also reach the Language Specifications included in the Person Specification on the Council website.

**This is a summary of the Person Specification only. For a full and comprehensive list, please refer to the post advertisement on the Council website*

BENEFITS OF WORKING FOR THE COUNCIL

HOLIDAYS AND SPECIAL ABSENCES

- 26.5 days of annual leave for the S1/S2 scale jobs
- 28.5 days of annual leave for the S3/S4 scale jobs
- Additional 8 days of bank holidays

Absence with pay in various special circumstances, such as: bereavement; medical appointments; moving house; etc.

PENSION SCHEME

Local Authority Pension Scheme through Gwynedd's Pension Fund.



LEARNING AND DEVELOPMENT OPPORTUNITIES

Gwynedd Council sees the value in investing in its most important resource - its employees. All employees can expect:

- A formal induction process and ongoing performance reviews;
- A wide range of internal and external training and development opportunities;
- Contribution towards membership of professional bodies that are relevant to the work.



WORK-LIFE BALANCE

Flexible working opportunities to help employees strike a healthy balance between home and work life:

- Flexible working hours scheme*
- Job sharing scheme*
- Maternity, paternity and adoption leave
- Additional unpaid leave for parents/carers, and the opportunity to work flexibly if necessary.

*where circumstances allow.

ADDITIONAL BENEFITS

There are a number of further benefits to be gained from working for the Council, such as:

- An opportunity to work in a Welsh environment
- Parking facilities available to staff in most of the Council's offices
- Free eye tests, for officers who make regular use of Visual Display Screens (VDU's)
- Take advantage of the Budd i Bawb scheme - a staff benefits scheme including local and national shop discounts.



Timetable and applying

MORE INFORMATION AND HOW TO APPLY:

If you require further information about this post or for an informal chat, please contact Colleen Pritchard, Homelessness and Support Manager by e-mailing colleenpritchard@gwynedd.llyw.cymru.

To view full details of the post, including full Job Description, Person Specification, job terms and how to apply, go to the Council's website by clicking the link below:

[Swyddi Tai ac Eiddo](#)

TIMETABLE:

Please find below a timetable of the main milestones.

If any changes are made to the timetable, relevant applicants will be notified immediately.

Closing date	5 May, 2025
Interview	12 May, 2025 Time slot to be confirmed with each applicant

Thank you for your interest in this post in Cyngor Gwynedd.

