## Role Profile

Early Intervention Mentor – 13 Month Fixed Term Contract

## Reports to:

Director of Partnerships & Social Value

## Team:

Thriving Communities

## Line Manages:

None

## Location:

Morfa Gele, Abergele - The pilot will operate across the Llandudno area.

## Salary, Hours and Holidays:

£32,639 to £33,650 gross per annum
37 Hours per week
25 days annual leave per year as well as Bank Holidays

## Job Purpose:

The Mentor will provide person-centred, strengths-based support to new social housing tenants participating in the Torri'r Cylch Early Intervention pilot project. The role will help residents settle into their new homes, sustain their tenancies, build confidence and resilience, identify personal goals, address practical, emotional and social barriers

The Mentor will work collaboratively with residents, housing teams, partner Registered Social Landlords, community organisations, health services and other local support providers to create tailored support plans and connect residents to the right help at the right time

## Role Dimensions:

Pilot area covers Llandudno with a case load of 25 residents

## Focus and Key Responsibilities:

- Build trusting and professional mentoring relationships with residents, ensuring support is flexible, respectful, strengths based and led by individual need
- Complete initial assessments with residents, using the Outcome Star framework and structured conversations to understand strengths, needs, barriers and aspirations
- Co-produce personalised support plans with residents, setting clear goals, priorities and realistic timescales for support
- Provide regular mentoring contact, including fortnightly meetings and more frequent contact where additional early support is required
- Support residents to build confidence, self-belief, resilience, independence and practical problem-solving skills



ARMED FORCES COVENANT
disability confident EMPLOYER

- Identify and respond to barriers that may place a tenancy at risk, including financial hardship, low confidence, isolation, poor wellbeing, household management issues and limited access to services
- Work closely with the Early Intervention officer and housing teams to ensure practical tenancy set up needs are identified and addressed
- Facilitate access to workshops, activities and community based support linked to residents priorities, including budgeting, benefits, digital confidence, employment readiness, wellbeing and tenancy responsibilities
- Maintain effective links with local services, grassroots organisations, charities, health partners and community groups to support coordinated signposting and referrals
- Monitor resident progress through scheduled Outcome Star reviews and maintain accurate records of support, outcomes and learning from the pilot
- Contribute to the development of a local partnership and signposting directory
- Support evaluation of the pilot by capturing outcomes, resident feedback, case studies, tenancy sustainment data and lessons learned

General

- The job description is designed to provide a general overview of a role, responsibilities and accountabilities and does not list every requirement.
- Employees are expected to carry out reasonable management instructions and other duties commensurate to the role that are lawful, ethical, within the scope of their duties, and consistent with company policies and procedures.
- Some evening and weekend work may be required on occasions

## Key Relationships:

| |
|---|
| **External:** Residents taking part in the pilot, other Registered Social Landlords, Local Support Providers, Key Stakeholders, CCBC, Community and voluntary organisations |
| **Internal:** Early Intervention Officer, Early Intervention Team, Other Tenant Facing Colleagues |



ARMED FORCES COVENANT
disability confident EMPLOYER

# Person Specification

## Qualifications:

| | Essential/ Desirable | Assessed by? Application (A) or (Curriculum Vitae (CV)/ Covering Letter (CL) for senior roles) I – Interview (I) or Ability Test |
|---|---|---|
| Information Advice and Guidance Level 3 or Level 4 | E | |

## Knowledge and Experience:

| | Essential/ Desirable | Assessed by? |
|---|---|---|
| Experience of providing person centred support, mentoring, coaching or guidance to individuals facing barriers | E | Application |
| Good understanding of the issues that can affect tenancy sustainment, including poverty, debt, low confidence, wellbeing and access to services | E | Application |
| Experience of using outcomes tools or strength based assessment frameworks, such as Outcome Star | E | Application |
| Good awareness of safeguarding, confidentiality, professional boundaries and risk management | E | Application |
| Good knowledge of local support services, community networks or the ability to quickly build effective local partnerships | E | Application |
| Full UK driving licence and access to a vehicle for business use. | E | Application |
| Experience of working in housing, homelessness prevention, early intervention or community development | HD | Application |
| Experience of group facilitation, workshop coordination or partnership led activity delivery | HD | Application |

## Skills:

| | Essential/ Desirable | Assessed by? |
|---|---|---|
| **Be Respectful**<br>• Demonstrates a commitment to equality, diversity, inclusion and empowering residents to take ownership of their own journey, working in a strengths-based, trauma-informed and non-judgemental way.<br>• Demonstrates professionalism, integrity and a commitment to safeguarding, creating a safe and supportive environment where residents feel respected and able to contribute. | E | Interview |



ARMED FORCES COVENANT
disability confident EMPLOYER

| | | |
|---|---|---|
| **Clearly Communicate** - Uses excellent communication, listening and facilitation skills to build trust, ask constructive questions and support residents to identify their own goals and solutions.<br>• The ability to communicate fluently both verbally and in writing through the medium of English.<br>• The ability to communicate fluently both verbally and in writing through the medium of Welsh (desirable) | E | Application & Interview |
| **Champion Teamwork** - Builds effective working relationships and collaborates with internal teams, partner landlords, statutory services, voluntary organisations and community groups to achieve positive outcomes for residents. | E | Interview |
| **Be Accountable** - Maintains accurate records, manages a caseload effectively and takes responsibility for delivering agreed outcomes for residents. | E | Interview |
| **Continuously Improve** - Reviews progress, evaluates outcomes and adapts approaches to ensure residents receive the most effective support to achieve sustainable change. | E | Interview |
| **Develop & Lead People** - Effective mentoring and coaching skills with the ability to build trust, motivate, support and empower residents to achieve their goals. | E | Application & Interview |
| **Plan & Deliver** - Effectively manages competing priorities, plans interventions, organises workload and delivers support in a timely and structured way. | E | Application & Interview |
| **Make Decisions** - Gathers information, assesses needs, identifies risks and uses professional judgement to make informed decisions that support positive resident outcomes. | E | Interview |
| **Support & Challenge** - Provides constructive challenge alongside appropriate support, encouraging residents to overcome barriers, build resilience and achieve positive change. | E | Interview |

## Cartrefi Commitments

| **Cartrefi Commitments**; all colleagues must be able to commit to; | Essential/ Desirable | Assessed by? |
|---|---|---|
| **Do the right thing** - always aim to do the right thing, even when no one is watching. Show integrity in every action. | E | Interview |
| **Lead by example –** Be proactive and solution-focused, taking personal responsibility. | E | Interview |
| **Stronger together –** Work as one team. Communicate openly and effectively, supporting each other, treat everyone with respect. Together, we achieve more. | E | Interview |

**Equal Opportunities Statement** Cartrefi Conwy are committed to Equality and Diversity in our activities and welcome applications from all qualified candidates.

*Where disability precludes, this will be reviewed with the candidates at the interview stage to ascertain if there are any reasonable adjustments that can be made to this requirement.



ARMED FORCES COVENANT
disability confident EMPLOYER

**Data Protection**: Your personal data will be handled in accordance with GDPR and the Data Protection Act 2018. We will use your data solely for recruitment purposes and will not share it with third parties without your consent.



ARMED FORCES COVENANT
disability confident EMPLOYER