## Role Profile

Early Intervention Officer – 12-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:

£28,398 - £29,076 gross per annum
37 hours per week
25 days annual leave per year as well as Bank Holidays

## Job Purpose:

The Early Intervention Officer will provide intensive, personalised and time-limited support to tenants who may be at increased risk of tenancy failure. The post holder will help new tenants settle successfully into a Cartrefi Conwy home, establish a stable tenancy and access appropriate ongoing services. As part of the Torri'r Cylch Early Intervention pilot project, the role will provide practical, person-centred support that enables residents to settle into their homes and sustain their tenancies.

## Role Dimensions:

The pilot will operate across the Llandudno area.

## Focus and Key Responsibilities:

- Receive and assess appropriate referrals from Cartrefi Conwy colleagues in line with the pilot's aims and eligibility criteria and establish contact with tenants before they move into their new home.
- Build trusted, professional relationships with tenants and agree tailored practical support plans that reflect their individual priorities, strengths and circumstances.
- Coordinate and provide practical support before and during the move-in process. This may include accompanying tenants to essential appointments, supporting them to set up utilities and helping them access essential household items.
- Provide appropriate hands-on support to help tenants make their new home safe, comfortable and functional. This may include helping to unpack and organise essential items; assemble basic furniture; fit curtains, blinds or shelving; use heating systems and household appliances safely; and establish waste and recycling arrangements.



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- Provide guidance and practical support to help tenants maintain cleanliness and hygiene, develop manageable household routines, undertake basic gardening or garden maintenance where required, and identify and report repairs or safety concerns through the appropriate channels.
- Explain tenancy conditions, tenant responsibilities and available support clearly and accessibly.
- Maintain regular contact during the early months of each tenancy, identify emerging concerns at the earliest opportunity and coordinate timely support from relevant colleagues or services.
- Work closely with the Torri'r Cylch Early Intervention Mentor to deliver a coordinated, joined-up approach to tenant support.
- Develop and maintain effective working relationships with internal colleagues, partner agencies and local support services to secure coordinated support for tenants.
- Contribute actively to the development and delivery of Cartrefi Conwy's early intervention pathway, helping to ensure tenants receive coordinated, timely and consistent support.

**General requirements**

- This job description summarises the role's principal responsibilities and accountabilities and is not intended to be exhaustive.
- The post holder will be expected to follow reasonable management instructions and undertake other duties commensurate with the role, provided they are lawful, ethical and consistent with organisational policies and procedures.
- Occasional evening and weekend working may be required to meet service needs.

## Key Relationships:

| |
|---|
| **External:** Residents taking part in the pilot, community organisations, local support providers |
| **Internal:** Mentor, Tenant Facing Colleagues, Early Intervention Team |



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# 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 |
|---|---|---|
| A relevant Level 3 qualification in housing, health and social care, community development, support work or a related discipline, or equivalent demonstrable experience. | HD | |

## Knowledge and Experience:

| | Essential/ Desirable | Assessed by? |
|---|---|---|
| Experience of assessing individual needs, agreeing support plans, managing risk and reviewing progress in partnership with residents. | E | |
| Demonstrable experience of providing person-centred support to people facing barriers or complex circumstances. | E | |
| Sound understanding of the factors that can affect tenancy sustainment, including poverty, debt, low confidence, wellbeing needs and barriers to accessing services. | E | |
| Sound knowledge of safeguarding, confidentiality, professional boundaries, lone-working practices and risk-management principles. | E | |
| Relevant experience in housing, homelessness prevention, early intervention or community development. | HD | |
| Good knowledge of local support services and community networks, or the ability to establish effective local partnerships quickly. | HD | |
| Full UK driving licence and access to a vehicle for work purpose | E | |

## Skills:

| | Essential/ Desirable | Assessed by? |
|---|---|---|
| **Be Respectful** - Ability to provide person-centred support in a way that respects individual circumstances, strengths and aspirations, helping residents to settle successfully and sustain their tenancy. | E | |
| **Clearly Communicate** - Excellent communication and active listening skills, with the ability to build positive, respectful relationships and explain information clearly and accessibly. | E | |



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| | | |
|---|---|---|
| • Ability to communicate fluently and effectively in English, both verbally and in writing.<br>• Ability to communicate fluently and effectively in Welsh, both verbally and in writing | | |
| **Champion Teamwork** - Ability to work collaboratively with internal teams, statutory services, voluntary organisations, contractors and community groups to coordinate effective support for residents. | E | |
| **Develop & Lead People** - Ability to build trust, motivate others and support people to identify and work towards realistic, achievable goals | E | |
| **Plan & Deliver** - Strong organisational and practical skills, including the ability to manage a varied caseload, coordinate support activities and undertake practical household tasks safely and within the boundaries of the role | E | |
| **Be Accountable** - Ability to maintain accurate, timely and confidential records, monitor progress against agreed outcomes and take responsibility for delivering high-quality support. | E | |
| **Make Decisions** - Experience of assessing individual needs, agreeing support plans, managing risk and reviewing progress in partnership with residents. | E | |
| **Lead by Example** - Ability to work independently within residents' homes and community settings, using initiative and following lone-working, safeguarding, confidentiality, professional boundaries and health and safety procedures | E | |
| **Support & Challenge** Practical problem-solving skills, with the ability to identify barriers, encourage positive change and recognise when an issue requires referral to a qualified colleague or specialist service. | E | |
| **Continuously Improve** Ability to review progress, identify emerging concerns at an early stage and adapt support to help achieve sustainable positive outcomes for residents. *(Drawn from the role responsibilities and purpose.)* | E | |

## Cartrefi Commitments

| Cartrefi Commitments – all colleagues are expected to demonstrate the following commitments: | Essential/ Desirable | Assessed by? |
|---|---|---|
| Do the right thing – Act with integrity and make responsible decisions, even when no one is watching. | E | Interview |
| Lead by example – Adopt a proactive, solution-focused approach and take personal responsibility for delivering high-quality outcomes. | E | Interview |
| Stronger together – Work collaboratively as one team, communicate openly and effectively, support colleagues and treat everyone with respect. Together, we achieve more. | E | Interview |



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**Equal Opportunities Statement** Cartrefi Conwy is committed to promoting equality, diversity and inclusion in all its activities and welcomes applications from all suitably qualified candidates.

*Where a disability may affect this requirement, this will be discussed with candidates at the interview stage to identify any reasonable adjustments that may be appropriate.

**Data Protection:** Personal data will be processed in accordance with the UK GDPR and the Data Protection Act 2018. Information will be used solely for recruitment purposes and will not be shared with third parties without consent unless required by law.



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