



VACANCY INFORMATION PACK

Post No:

Job Title: Shelter
Cymru Live Triage
Adviser

Dear Candidate,

It is my pleasure to extend a warm welcome to you as you think about joining our organisation.

Shelter Cymru is an independent Welsh charity (i.e. not part of Shelter England/ Scotland); founded on the belief that everyone in Wales has the right to a decent, secure home.

Since 1981, Shelter Cymru has helped more than half a million people fight for their rights, get back on their feet and find and keep a home. We also tackle the root causes of homelessness by campaigning for new laws, policies and solutions.

Last year, Shelter Cymru helped nearly 20,000 people who were struggling with bad housing or homelessness through free, independent, expert housing and legal advice on the phone, online and face to face.

At Shelter Cymru, we face a very real challenge; we need to raise more money if we are to help everyone in Wales who need us – both now and in the future. We need to develop more services to support more people and we also want more people to support us through campaigning, volunteering and donating.

Everyone in Shelter Cymru, whatever they do, contributes to these aims.

And you too can make a difference.

If you feel passionate about helping us to end homelessness in Wales and have the skills we're looking for, we'd love to hear from you.

Thank you for your interest in this role.

With best wishes,



Ruth Power
Chief Executive Officer

If this vacancy is not for you, why not join us as a volunteer? Find out about current opportunities and how to get involved by visiting www.sheltercymru.org.uk/volunteer

Role Description

| | |
|--------------------|---|
| Job Title: | Shelter Cymru Live Triage Adviser |
| Reports to: | Telephone and Online Advice Services Manager |
| Salary: | £21,840 per annum |
| Location: | Employees are provided with an office base but this role can be based at any of our offices across Wales. |
| Hours: | 35 hours per week |
| Post No: | SC718 |

Background to our organisation

Shelter Cymru is the people and homes charity in Wales and works for the prevention of homelessness, the improvement of housing conditions, and the right of everyone to a safe, suitable and affordable home.

We understand the damage that bad housing causes. Every day we deal with the effect it has on people's lives.

Shelter Cymru's 2025 Vision

Shelter Cymru has an ambitious vision that by 2025 the organisation will:

- **Help more people to find long term solutions.** We want to help more people experiencing or facing homelessness, or living in unsuitable homes, to find long term solutions to the problems they face
- **Fight for good homes.** Our policy, research, campaigning and lobbying will focus on structural drivers of need, evidenced by our casework, and underpinned by recognition of home as the foundation of people's personal, social and economic lives and their health and wellbeing
- **Build our resilience and capacity.** We want to build a resilient and sustainable organisation that is continually learning and adapting to a changing environment; where our staff, and the people we exist to serve, feel valued and empowered.

Background to post

As a Triage Adviser for Shelter Cymru Live you will be part of a team who provide a National Housing Advice Service through a mixture of phone, web-chat, email advice and online advice services. Our Triage team will be tasked with answering telephone calls on our helpline, and signposting the client to the most appropriate team or service for advice.

The delivery and development of National Housing Advice services is one of the primary means by which Shelter Cymru fulfils its aims and objectives of preventing homelessness and improving bad housing conditions. You will be expected to make a significant contribution to the successful delivery and development of these services

The main activities of the team are:

- The delivery of high quality and cost effective national housing advice and advocacy services to people in housing need.
- The development and promotion of our services to potential partners and funders.
- The identification and promotion of housing policy initiatives.
- The promotion of best practice in housing policy and management through the provision of training and other information channels.

This role is part of the Shelter Cymru Live team; 'Shelter Cymru Live' was launched in 2015 and brings together our remote housing advice services for all of Wales, this includes a housing advice telephone helpline, email advice service, webchat and other web based advice resources. This service incorporates triage, generalist and specialist level housing advice via a number of delivery channels, as well as Shelter Cymru's Advice Online (AOL) information resource.

The current opening hours of the service are Monday – Friday 9.00 – 4.00pm; however proposed extended opening hours of 8.00am – 7.00pm Monday – Friday, plus opening 9.00am – 1.00pm on a Saturday are likely to be introduced within the next few months, therefore any post holder would be expected to be able to cover some of those extended hours of service delivery within their working week on a shift / rota pattern.

Job summary/purpose

To deliver and develop high quality, high volume cost effective telephone housing advice and advocacy services to people in housing need and to contribute to the promotion of housing policy initiatives and best practice.

Key responsibilities

- 1.1 Provide appropriate advice, information and referrals to enquirers by telephone.
- 1.2 Provide flexible cover, as appropriate, for the telephone services which Shelter Cymru Live provide.
- 1.3 Ensure that the necessary administrative procedures are followed and casework recording systems are maintained, to include providing relevant reports for funders, as required.
- 1.4 Actively participate in file review meetings and all other evaluation structures designed to maintain and improve the quality and standards of the telephone advice provision.
- 1.5 Engage positively and constructively with other Shelter Cymru services and projects.
- 1.6 Assist in the development of team work-plans, within the overall planning procedure, and to be responsible for individual performance against agreed team objectives.
- 1.7 Participate in policy conferences, seminars and events and to respond to requests for information from the media in consultation with your line manager and other relevant staff

- 1.8 Identify opportunities to effect positive change to housing policy in Wales and to pursue such opportunities in liaison with your line manager and other staff.
- 1.9 Work within the framework of Shelter Cymru's Safeguarding policy and procedures.

General

- 2.1 To support the work of volunteers and other placements as requested.
- 2.2 Participate as and when required in team and one-to-one meetings, and undertake, as appropriate, courses/training/other developmental activities, relevant to the role.
- 2.3 Ensure, in the course of employment, complete confidentiality is maintained in respect of the Charity, its dealings, transactions, affairs and all other information relating to clients, participants, associates, staff and other subsidiaries etc.
- 2.4 Keep up to date with developments within Shelter Cymru and other sector-wide practices, that influence the day-to-day activities within the role, ensuring compliance with relevant legislation and any other relevant internal/external factor(s).
- 2.5 Ensure all activities comply with appropriate legal requirements and with Shelter Cymru policies and procedures.
- 2.6 Demonstrate commitment to the aims and objectives of Shelter Cymru and the implementation of its Equal Opportunities policy and Welsh Language Scheme in the workplace.

In addition to the duties and responsibilities outlined, you must be prepared to undertake such additional duties which may result from changing circumstances, but which may not of necessity change the general character or level of responsibility to the post.

You will be subject to a performance review which will incorporate a review of the above duties and performance over the period.

As the post may involve working with vulnerable people, your employment will be subject to a satisfactory Disclosure and Barring Scheme check.

Role specification: Shelter Cymru Live Triage Adviser

At initial application stage, candidates are asked to **concentrate on how they meet the Essential Skills indicated by an asterisk***. All areas listed will be incorporated into assessment at interview stage, but shortlisting will focus on these* areas.

| Knowledge, Skills and Experience | Essential | Desirable |
|--|------------------|------------------|
| Experience in providing a high demand, front-facing customer service. | ✓* | |
| Excellent verbal communication skills - the ability to communicate effectively in one-to-one situations, adopting a caring, non-judgemental and professional telephone manner. | ✓* | |
| Excellent organisational skills and the ability to prioritise and effectively manage time and workload to meet deadlines / targets. | ✓ | |
| The ability to cope with challenging and emotionally-charged situations. | ✓* | |
| Ability to undertake a range of different activities with potential impact on users, staff and / or the organisation which will on occasions require independent actions, decisions and a level of personal judgement. | ✓* | |
| A general understanding of the people's housing options in Wales. | ✓* | |
| Ability to be a team player. | ✓ | |
| Confident in use of word, excel, email, internet and able to undertake own administration including maintaining accurate records and data input. | ✓ | |
| A working knowledge of housing, homelessness and housing-related benefits law, regulations and guidance. | | ✓ |
| A working knowledge of safeguarding principles and practices and related legislation. | | ✓ |
| Able to speak Welsh fluently. | | ✓ |

Core competencies

Listed below are Shelter Cymru's core competencies. Each competency provides a list of positive behavioural indicators which we believe best describe what good performance looks like.

The competencies most relevant to this role are motivation and initiative, working co-operatively, reliability, respect and problem-solving.

1. Leadership and Integrity

This is about being able to motivate teams and colleagues, having a clear vision for the team and acting fairly and responsibly in all circumstances. Also, where there is no formal leadership role, taking the lead on certain projects or initiatives.

2 Motivation and initiative

We believe that staff should make as many decisions as possible within their remit and concerning their roles and responsibilities without having to refer to managers.

3. Working co-operatively

Being able to work effectively with other team members and with other teams is essential in getting work done effectively.

4. Reliability

This is not only about being punctual and carrying through agreed actions to a conclusion, it is also about being able to perform the job with the minimum of supervision.

5. Change and adaptability

We want staff to be open minded about new ideas and methods of working. We want staff to be proactive in improving their skills and knowledge in line with new developments and opportunities. We also want staff to contribute to ideas and innovations.

6. Respect

We expect staff to reflect the key organisation attribute of respect, which is both towards other colleagues, and users of the organisation.

7. Problem solving

We expect staff not to simply identify problems but to help solve them.

8. Budget and cost aware

Whatever staff do they must consider whether it is value for money. In addition staff should be aware of team and organisational budgets and adhere to financial rules and procedures.

9. Administration

Staff are expected to complete their own personal administration requirements on time and accurately. Also, when required, to provide timely information for team or project reports.

Other Conditions

| | |
|---------------|---|
| Salary | £21,840 per annum |
| Contract type | Permanent subject to continued funding |
| Hours | Normal office hours are 9.30 am to 5.30 pm, Monday to Friday, although alternative hours may be worked with line manager agreement. Work outside office hours may sometimes be necessary and will be compensated for by time off in lieu. |
| Annual leave | 29 days plus 2 concessionary days at Christmas and New Year (excluding statutory and national holidays). Annual leave and statutory holidays are calculated on a pro rata basis where applicable. |
| Pension | Shelter Cymru operates a contributory pension scheme. Shelter Cymru will auto-enrol you into the scheme in accordance with its auto-enrolment obligations. Full details of the scheme will be provided to you once you are enrolled, including the minimum level of contributions that you will be required to make during your membership (current contributions – employer 4% and employee 5%). |
| Mileage | A fixed rate allowance is payable for agreed mileage undertaken on Shelter Cymru business in a private vehicle, over and above your usual journey to your workplace/s. |
| Location | During the current period of uncertainty around Covid-19, most of the team are temporarily working remotely, however following any general return to office working the post will be based at one of our offices in Wales. Shelter Cymru is working with staff to offer a form of hybrid working moving forwards. |

Please return your completed application by email to humanresources@sheltercymru.org.uk or by post to:

**Human Resources
Shelter Cymru
PO Box 5002
CARDIFF
CF5 3YY**

An application form and guidelines can be found online on our [Vacancies page](#)

Registered Charity Number: 515902