Title: Housing Law Caseworker (North West Wales)

Location: Rhyl or Felinheli - with a minimum of 1 day per week working in the office (please specify your preferred office location upon applying)

Salary: £29,561 per annum

Contract: Permanent

Hours: 35hrs per week

Closing date: 24 November 2026

Interview date: 10 December 2026

Document links:

Job description: SC830_Housing Law Caseworker North West Wales JNov 26

Application form: Application Form July 25.docx

Please note CV's submitted will <u>not</u> be put forward for shortlisting.

Application Guidance: Guidelines for Applicants - Nov 2024.pdf

Job Introduction:

An exciting opportunity has now arisen at Shelter Cymru for a Housing Law Caseworker who will work within our Housing Services team based in Rhyl or Felinheli

The post holder will be part of a team who provide a National Housing Advice Service through a mixture of centre, court and surgery based services across North West Wales
We are developing a flexible and hybrid working approach for all staff, with a minimum of 1 day per week working in the office and have offices across Wales

About you:

(Key skills from Person Specification)

Benefits:

Time off

- 29 days annual leave plus 2 Shelter Cymru days and public holidays (pro-rata for part-time staff and those joining part-way through the year).
- 3 paid wellbeing days (pro rata for part time staff)
- Paid Carers and Compassionate leave

Wellbeing

- 35 hour working week for full time equivalent employees.
- **Hybrid working -** We are developing a flexible and hybrid working approach for all staff, with a minimum of 1 day per week working in the office and have offices across Wales (Cardiff, Swansea, Rhyl, Felinheli and Wrexham) and employees are provided with an office base.
- **Workplace counselling -** frontline workers have access to bi-monthly peer support and reflective practice groups, facilitated by a counsellor. Frontline Workers can also access 121 counselling sessions.
- **Employee Assistance Programme** to help staff to deal with personal problems that might impact on work performance, health and wellbeing. The programme offers a wide range of support, including online resources, counselling, legal & financial support and referral services.

Financial

- Shelter Cymru operates a contributory pension scheme – employer contribution 4.25% and 5% employee contribution.
- Pension Salary Exchange Scheme
- Non-contributory group life assurance scheme (up to two times annual salary)
- Enhanced maternity, paternity, shared parental and adoption pay
- Enhanced sick pay scheme.
- Contribution to Christmas party.
- Access to the Blue Light Scheme via Blue Light Card Homelessness Discounts

- Access to Charity worker discounts via https://www.charityworkerdiscounts.com/

About us:

We are delighted that you are considering joining the team at Shelter Cymru.

We understand the devastating impact that the housing emergency causes and every day we work alongside people to deal with the damaging effect it has on their lives.

We currently employ a paid workforce of over 100 people across Wales and an increasing number of volunteers. With the types of services and support we offer and our campaigning and lobbying agenda, our job roles present challenging and rewarding careers and volunteering opportunities.

You will find people throughout Shelter Cymru believe passionately in what they do, have an appreciation of our beliefs and values, and a desire to make a difference. We believe that home is everything, and we never give up.

People feel that working for Shelter Cymru is more than just a job, they are part of a close knit team that provides help to those that need it, and is constantly striving to effect change.

So come and join the fight for home and become part of the Shelter Cymru team!

Shelter Cymru offers a high level of support, a welcoming work environment and an excellent package of benefits – for further details of the key benefits available please visit the recruitment page of our website

Shelter Cymru recruits based on merit and wants a workforce that reflects the diversity of individuals in housing need. We particularly welcome applications from Black, Asian and Minority Ethnic people who are currently under-represented within our workforce.