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# RECRUITMENT PACK

## Support Worker



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## Key Information

Below is the key information about the role.

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|-------------------|--|
| <b>Role:</b>      | Support Worker   |
| <b>Team:</b>      | Support Team   |
| <b>Report to:</b> | Operations Manager   |
| <b>Purpose:</b>   | Provide a range of information and support services to clients referred to Umbrella Cymru from across Wales.     |
| <b>Location:</b>  | Caerphilly / Home Working  |
| <b>Hours:</b>     | 40 hours per week. Some weekend work required.<br>Flexible working arrangements available. Job-share considered. |
| <b>Salary:</b>    | £21,800 - £24,592 per annum  |

## Who are we?

Umbrella Cymru provides a range of services in relation to gender and sexual diversity, equality, and inclusion. We take great care and pride in the services we offer, and we aim to demonstrate this by giving people the best information and support we can.

We keep flexibility at the heart of everything we do and aim to provide support to people where they want it, how they want it and when they want it. As such, all staff and volunteers are required to provide flexible support and undertake a range of tasks.

As a service, we maintain a focus on achievable outcomes, supporting people as experts in their lives to reach their goals. Our practice follows a social model with a focus on rights, autonomy, and empowerment.

Umbrella Cymru has been awarded the contract to deliver support to anyone referred to the Welsh Gender Service and therefore work in partnership with Cardiff and Vale University Health Board to provide a full bio-psycho-social support service to trans and non-binary people in Wales.

We have also been commissioned by the Police and Crime Commissioner for Gwent to deliver a support service to any children and young people affected by any crime or antisocial behaviour in the Gwent area.

You can find more information about Umbrella Cymru and the services we offer on our [website](https://www.umbrellacymru.co.uk).

## Who are you?

We are looking for a passionate, highly driven, and very organised person to join a fast-paced working environment. You will be self-motivating, positive and committed to delivering excellence. You will embody the visions, and values of Umbrella Cymru.

You will be responsible for managing your own workload, providing tailored and individualised services to people contacting us. You will be supportive, empathetic, caring and compassionate. You will be very organised with a drive to achieve positive outcomes with and for clients. You will believe in the value and importance of upholding individual rights and have a strong commitment to anti-oppressive practice.

You will be someone who can digest complex information and critically evaluate a range of options to determine the best intervention to offer clients based on their individual circumstances and goals.

You will be professionally curious and have a sound ability to problem solve.

You'll be able to use IT equipment and systems and be able to learn to use new systems and technology quickly.

You will be enthusiastic about reflecting on your practice and performance and take charge of your own personal and professional development.

You will value improvements, welcome change, and relish the opportunities development brings. You'll bring ideas and solutions to discussions, suggesting improvements in creative and innovative ways.

# Values and Behaviours

We have developed a values and behaviours framework for all staff and volunteers. We expect our team to walk the talk, making sure we not only know our values, but that we display them in everything we do.

Some of the core values and behaviours will be assessed at interview.

|  |   |
|--|---|
| <b>Supportive,<br/>Collaborative<br/>and<br/>Flexible</b>  | <p>Keep clients and customers at the heart of what we do, adapting to individual requirements to provide personalised services.</p> <hr/> <p>Work in partnership with, listen to, and learn from clients, customers, colleagues, and partners.</p> <hr/> <p>Work as a team to share skills, knowledge, and ideas.</p> <hr/> <p>‘Go the extra mile’ to deliver results for clients, customers, colleagues, and partners.</p> |
| <b>Ethical,<br/>Empowering<br/>and<br/>Inclusive</b>       | <p>Value all people, respecting and celebrating diversity.</p> <hr/> <p>Act with honesty, integrity, professionalism, and positivity.</p> <hr/> <p>Actively promote and encourage autonomy and choice.</p> <hr/> <p>Adopt fair, inclusive, approachable practices with zero tolerance for bullying, discrimination, and prejudice.</p>  |
| <b>Ambitious,<br/>Innovative<br/>and<br/>Passionate</b>    | <p>‘Think big’ to challenge ourselves to continually improve.</p> <hr/> <p>Develop, learn, and utilise technology to deliver quality and efficiency.</p> <hr/> <p>Care about what we do, how we do it, why we do it and who we do it for.</p> <hr/> <p>Proactively contribute to the development and success of client, colleague, and customer goals.</p>  |
| <b>Responsible,<br/>Accountable<br/>and<br/>Reflective</b> | <p>Take responsibility and pride in the services we provide.</p> <hr/> <p>Deliver on our commitments; always ‘see things through’.</p> <hr/> <p>Continually advance personal and professional development, asking for help when needed.</p> <hr/> <p>Acknowledge mistakes, reflect on practices and the impact on clients, customers and colleagues and learn from them.</p>  |

## What will you get?

We offer a challenging and supportive environment where you will develop and learn at pace. We hold wellbeing, support, and development at the heart of everything we do, and this begins with staff and volunteers.

We are a friendly team who love to help each other. We like to hold team-building days and events to strengthen our relationships, knowledge, skills, and spirit.

Working with us will no doubt give you a strong sense of purpose and pride.

You will receive regular supervision from your manager, as well as plenty of opportunities to be involved in group supervisions, discussions, and debates.

We hold regular CPD events and we're always keen to offer further learning and development opportunities.

We offer flexible working wherever possible with an ability to work from our offices and from home.

You will get 22 days paid annual leave plus bank holidays.

Umbrella Cymru will also contribute to a workplace pension scheme. You can also contribute to this if you wish.

## What will you do?

You will have a caseload of clients you'll be supporting, so your weeks will vary. You'll manage your own time to provide support to people at the most convenient time for them.

You'll take a flexible approach to support. Just as no two people are the same, neither is the support those two people would receive from you.

We offer a range of services in relation to pretty much any and every aspect of a person's life. Whether a person's goal is to develop their confidence in self; plan strategies to come out to family, friends, or colleagues; access housing or benefits; navigate NHS systems to access gender health care; report crime and antisocial behaviour; mitigate the impact of hate; develop skills to improve their mental health and wellbeing... or a variety of other things, you'll be on hand to help.

The support you provide will also vary. One minute you could be researching and providing information to people or signposting them to other available services; the next, you could be providing emotional support sessions, or working with someone on building their support plan. You might be helping someone report a crime or advocating on someone's behalf with other services such as GPs or Police. No two days, hours or minutes are the same.

You might be taking part in group events and activities with colleagues, joining our regular debates, group supervision sessions or our 'lunch and learns'.

There's always something to get involved in, and we encourage learning, reading, and reflecting as much as you can.



## What difference will you make?

The short answer is... a massive difference!

Your work will contribute to the wider team goals and the organisation's mission to improve the lives of LGBTQ+ people in Wales.

Your passion for helping people will mean that you'll empower clients to take steps towards achieving their goals, no matter how big or small they might seem.

Some people tell us that the information we provided to them was exactly what they needed to motivate them to contact services, or the explanation of their rights allowed them to feel more confident in challenging a decision.

Others tell us that the practical support we provided made them feel safe and supported at a lonely time.

Some people often say that the one-off and ongoing emotional support they received was a lifeline when they needed it most, and that it helped to talk to people who understood their situation and didn't judge them in any way.

On some occasions, we know that the support we provide can save lives, and as a team we don't underestimate the positive impact we can have by just being there for people as a reliable, compassionate, and dedicated resource.

As well as directly supporting clients, you might also be helping other professionals by providing guidance and information. This directly helps the professionals develop their own knowledge, but also indirectly supports anyone receiving services or support from them.

## Key tasks / responsibilities

Post holder will provide a range of services including:

- Triage and Assessment
- Information and Signposting
- Advice and guidance
- Advocacy
- Practical Support
- Listening and Befriending
- Emotional Support
- Professional and Corporate Support
- Education input sessions
- Awareness raising and events

The post holder will:

- Gather and analyse information to identify risks, needs, and goals on an ongoing basis.
- Plan and coordinate support / care based on needs and goals identified.
- Provide inclusive, non-discriminatory, age appropriate, non-judgemental, confidential support services.
- Act as point of contact for clients and professionals.
- Research and provide information as required.
- Signpost clients and professionals to appropriate services.
- Liaise with other service providers and act as an advocate where necessary.
- Maintain accurate, up-to-date, and confidential records of all work undertaken.
- Undertake other tasks as required.

## Role specific criteria

Evidence of meeting the specific requirements of the role will be assessed from your application form and interview.

### Essential

- Excellent communication skills and emotional intelligence with the ability to quickly establish rapport and positive relationships.
- Ability to gather, record, analyse and critically evaluate comprehensive and complex information from a range of sources.
- Ability to assess and understand behaviours, applying theory to practice to affect change and support people to achieve positive outcomes.
- Ability to identify and manage risk, to safeguard clients.
- Excellent time management and organisational skills, with an ability to prioritise effectively in a busy environment and manage competing priorities.
- Ability to adapt and embrace change, taking a positive and proactive approach to development and improvements, including personal and professional development.
- Ability to work on own initiative as well as part of a team
- Excellent computer / ICT skills, with an ability to quickly learn new systems and adapt to new technology.
- Hold a valid UK driving license and have access to a vehicle

### Desirable

- Experience and knowledge of gender and sexual diversity and transition processes.
- Knowledge of criminal justice processes.
- Experience of supporting people / casework
- Experience of working or volunteering in the support sector
- Ability to read, write and speak Welsh

# Recruitment Process

## Stage 1 – Application

You will first need to submit your CV and Cover Letter detailing your skills and experience relevant to the role. Click [HERE](#) to upload documents and submit your application.

If you would like an application form in an alternative format or if you have any questions about the role or recruitment process, please email your query to [vacancies@umbrellacymru.co.uk](mailto:vacancies@umbrellacymru.co.uk) or call us on 0300 3023670.

## Stage 2 – Interview

If your application is shortlisted, you will be invited to interview during which we will further explore your skills, competence, and values.

## Stage 3 – Follow up discussion

We might request to follow up on some information or seek clarification on some points discussed at interview. This might be done by phone or at a virtual meeting with one or more of the interview panel.

## Stage 4 – Conditional Offer and Reference Request

If you are successful, a conditional offer will be made. Before we can confirm your employment, you will be required to provide contact details for a referee. We will not contact your referee unless you accept a conditional offer of employment. Your reference must be satisfactory to continue.

## Stage 5 – Vetting and Clearance

You will be required to complete and return additional forms / information for vetting purposes. This might include Enhanced DBS vetting and any other form of security checks required for the role / office location.

## Stage 6 – Confirmed offer and start date

If references and vetting are satisfactory, a confirmed offer will be made, and a start date discussed and agreed.