

We have an exciting opportunity for a Senior Caseworker to join our team and be part of our journey.

Job Title	Senior Caseworker Torfaen
Reporting to	Service Manager
Location	Torfaen Borough
Salary	£25,561.20
Contract Type	Permanent
Hours	Full Time 37 Hours
Closing Date	24 th July 2025

The Role and Purpose

To provide social, emotional, and practical support to people experiencing challenges with their mental health and emotional wellbeing that could impact their ability to maintain a stable tenancy. To support and mentor case workers in delivering the aims of the service.

The support will be expected to be in line with Platform's values.

Role Responsibilities

- Lead on assessment of needs of individuals referred to the projects, obtaining additional information as necessary.
- Work with the person being supported to establish an individual support plan (ISP) to meet identified needs.
- Review progress on relevant risk assessments and ISPs with the person being supported and update documents.
- Work collaboratively with other relevant organisations e.g. CMHTs, the Local Authority, housing providers etc.
- Involve people we support, in the development, running and evaluation of the service.
- Liaise with other agencies with and on behalf of people we support as part of long term and crisis intervention support, including participation in joint meetings and case reviews.
- Assist people we support, to access information and advice.
- Delivery support from our drop in provisions across the borough.
- Keep accurate notes of all support provided.
- Ensure all relevant information is shared with colleagues, using project communication methods appropriately and effectively.
- Ensure that IT systems are used effectively and in line with organisational procedures – e.g., Use of e-mail, database and recording systems.
- Ensure that all services are delivered in alignment with Platform's values and approaches.
- Actively contribute to Platform's leadership meetings and other initiatives to drive forward system change and new ideas.

- To support the Service Manager with the line management of staff including carrying out supervisions and appraisals.
- To support Service Manager in dealing with any complaints in accordance with Platform policies
- Take on an active leadership role, driving change and developing a culture of exemplary team performance, ensuring all staff develop and maintain a high level of specialist knowledge and skills, are well informed, networked and equipped to meet their objectives.
- To support and mentor Case Workers in delivering the aims of their project.
- To oversee the delivery of the floating support service using Civica and Inform systems.
- Lead on staff inductions and coaching of new floating support staff.
- Support the Service Manager with all aspects of administration related to the service and projects.
- Work with external agencies in the Torfaen Borough area to develop good working relationships and working practices.
- Maintain and develop joint working relationships across Platform's services and external partners including Aneurin Bevan health board, Torfaen County borough council and Job centres based within the Torfaen borough.

The Ideal Candidate

Required experience, knowledge, qualifications and training:

- Knowledge of trauma-informed practice, attachment theory and relationship-based approaches.
- Experience of working within the mental health sector and/or supporting people experiencing emotional distress.
- Experience of involving people accessing services in the design and development of the services they used with a strong focus on listening to people with lived experiences.
- Excellent communication skills
- Understanding of safeguarding for adults.
- Self-awareness and willingness to engage in reflective practice and ongoing personal development.
- Full current driving licence and access to your own transport
- Experience and understanding of dual diagnosis

Desirable experience, knowledge, qualifications, and training:

- Ability to communicate in Welsh
- Experience of working in or floating/tenancy support in the community
- Knowledge and Understanding of Welfare Benefits.

Personal Attributes – (these can be changed)

- Highly organised
- Resilience
- Reflective
- Team player
- Strong time management / prioritisation skills.
- Driven and passionate
- Excellent communication skills

Why Plattform

At Plattform we truly believe that staff are our number one resource, without the wonderful people who work here we would be nothing. So, we do our best to ensure people feel respected, valued, cared for and supported. Our staff really matter to us, you are at the heart of everything we do. We are passionate about training, career development and progression. There are many opportunities to learn and develop. We provide all training required to successfully deliver the role and you will be surrounded by a fully experienced and supportive team and manager. It matters to us that our workforce represents as many identities and backgrounds as possible. As such, we are committed to providing equality of opportunity for all current and prospective members of our team, at every level of the organisation. We particularly welcome applicants from black and minority ethnic backgrounds. We are committed to support flexible working and believe getting the balance right is critical to personal and professional success.

If you have any question relating to the role, please do get in touch with Kayleigh Hutton by email kayleighhutton@plattform.org or Tel 07531487600

If you have any questions relating to the Recruitment process, please do get in touch with Recruitment@plattform.org.