



Extra Care Support Worker

Up to £28,620
(FTE)

Interested in making a change?
Apply online at beacon.cymru/jobs

About Beacon

Beacon Cymru results from the merger in January 2025 of Coastal Housing and RHA Wales: two respected community landlords with reputations for excellence, innovation and being a positive force in the communities where they work.

At Beacon we're a team in the truest sense of the word. We value relationships highly, so we invest in them daily. As a result, our workplace culture is open, trusting and respectful. It's also safe, which we think is pretty critical to encouraging new ideas and approaches.

We employ almost 380 people across south west Wales and we trust every single one of them to know, and do, their work in the way that gets the best results for residents, the local community and the planet.

Beacon owns and manages almost 9,000 homes across South Wales. We aim to be an organisation for the future; one which constantly raises the bar to deliver improved services and homes for residents. We aim to deliver a greater number of new, high-quality homes each year; we're focused on growth and investment in existing homes and services, and we're a more resilient organisation with a wider geographical reach. We currently have over 500 new homes under construction across the regions where we operate.

Beacon vision is to provide better places for people and the planet. Our purpose is to create lasting change you can see, through affordable homes, sustainable neighbourhoods, and vibrant town and city centres.

This is supported by our digital vision, which is to use technology to support and enable our aims and priorities, and to enhance our services, communication and interaction with residents and businesses across the communities in which we work. In doing this we will endeavour to create opportunities through our digital strategy for resident focus, innovation and sustainability.



Job Title: Extra Care Support Worker

Place of work: This role will be covering both of our Extra Care schemes at Ty Twyn Teg, Caewern, Neath and Ysbryd y Mor, Aberavon, Port Talbot.

Hours of work: 20 hours or 30 hours Monday to Friday

Salary: Up to £28,620 (FTE)

Our location

Operating across Swansea, Rhondda Cynon Taf, Bridgend, Neath Port Talbot and Carmarthenshire, we have the Gower's world class beaches, beautiful natural landscapes and the Welsh valley's rich industrial heritage on our doorsteps. Swansea and the wider regions where we operate offer world class educational institutions, and the ongoing regeneration across the areas in which we are based bring creativity, thriving communities and friendly places to live and work.

Job Summary

Providing homes and services that enable our residents to thrive and the communities we serve to prosper.

Values

- Trust: We trust our staff to get the job done
- Respect: We respect our residents and our staff and have a no blame culture
- Innovation: We try new things so we can do things better
- Learning and growing: We think about what we do and learn from it
- High Standards: We aim always to deliver the right service at the right time

Beacon recognises that every resident has their own unique vision for a good life but that most people value:

- Their health and wellbeing.
- Having meaningful relationships – with family, friends and communities.
- Having enough money to make choices.
- A home of their own.
- Safety and security.



Purpose of Role

Extra Care developments provides purpose-built housing that enables individuals to regain or retain their independence through the design of the building, services, and support on offer.

The post holder will be expected to undertake a wide range of duties and tasks. The nature of the role will mean that every day will present its own unique circumstances and, as such, the post holder will be expected to have a flexible and resilient manner.

The responsibilities of the post holder are outlined below.

Support

Delivering support flexibly and creatively within the remit of the Housing Support Grant Outcomes Framework through:

- Establishing and building trusting relationships with residents.
- Supporting residents to identify/ access services in relation to repairs, improvements or adaptations.
- Enabling and facilitating links to public, private and voluntary sector services in the local community to alleviate loneliness and establish meaningful relationships.
- Enabling and facilitating individuals to establish/re-establish appropriate links with family and friends.
- Supporting people to move on from negative relationships.
- Supporting people to reduce anti-social behaviour.
- Enabling and facilitating the resident to budget and develop the skills to budget in the future.
- Supporting people to develop or retain practical life skills, such as cooking, cleaning, washing.
- Supporting people or signposting people to services that help them to develop confidence, literacy, or computer skills.
- Signposting and facilitating individuals to access activities in their community.
- Signposting and facilitating initial access to public health services.
- Signposting and supporting access to information that people can use to improve their physical health (e.g. healthy eating, low level exercise)
- Signposting and facilitating access to emotional support which promotes resilience and well-being for residents.
- Signposting and facilitating access to specialist mental health support.

Communication & partnership working

- Maintain a positive and professional outlook.
- Liaise with the maintenance department to ensure residents receive an efficient and effective repair service.
- Identify and act on safeguarding concerns.
- Liaise with social services.
- Attend multi-disciplinary meetings.

- Maintain appropriate professional boundaries with colleagues and residents.
- Actively participate in restorative and reflective practice
- Provide a solution focused, compassionate & respectful support service to residents.

Administration

- Maintain accurate and up to date records using the group's systems.
- Provide regular monitoring information and other information as required.
- Produce individual support plans with residents.
- Develop risk assessment and management plans with residents and others involved in support where appropriate.
- Regularly review support plans and risk assessments.
- Manage a caseload and cover others as and when required.

Health & Safety

- Be aware of Health and Safety/hazards on schemes and take the necessary action to resolve.
- Carry out visual inspections and tests of fire equipment, emergency lighting, external lighting and alarm system as required in accordance with the Group's Policy and procedures.
- comply with the Group's Health and Safety Policy and procedures.
- Contribute to activities / events risk assessments.
- Undertake cyclical Health and Safety monitoring.
- Ensure compliance of service contracts by maintaining records of service visits.
- Attend team, in-house and external meetings, as required and to report and provide feedback to colleagues as necessary.
- undertake training as required, whether identified by self or others in the Group.
- Demonstrate a commitment to continuous improvement, learning & development relevant to the role

This job description is not exhaustive and may change to meet organisational needs.

Essential
Desirable

Extra Care Support Worker

Person Specification

Education		
✓		Literate and numerate
Experience		
✓		Experience of working with a range of client groups and customers
✓		Previous experience of HSG funded support work
✓		Experience of support planning
✓		An understanding of individual risk assessment processes
✓		Experience of managing a caseload
Skills & Knowledge		
✓		The ability to use a range of software
✓		Excellent keyboard skills with attention to accuracy and detail
Personal Qualities		
✓		Excellent communication skills including the ability to listen, mediate and negotiate
✓		Professional attitude in work and manner
✓		A positive outlook and enjoy helping others
✓		Ability to cope in a pressurised working environment
✓		A flexible and adaptable approach to situations
✓		An organised approach to all tasks and duties and able to prioritise work in accordance with day-to-day demands
✓		The ability to work as a team member in the Extra Care and in the Group as a whole, and be able to sustain good working relationships
✓		To work independently and on own initiative
✓		Commitment to the values, aims and objectives of the Group
General		
✓		Commitment to travel to meetings and events as required, with occasional need for evening/weekend working
	✓	Welsh Speaker
✓		Willing to undertake any training that will develop the role and themselves
	✓	The ability to travel between schemes, Beacon sites, or other reasonable requests from the Group
✓		Enhanced DBS check

Next steps

If this seems the job for you can apply online 24/7 right up until **20th February 2026**.

If you'd like to chat to us about the role before you apply, please contact Rosa Harris on 07458 031840.

You can save your application progress through our online application system so you don't need to do the entire thing in one go. We are not accepting CV's for this vacancy.

Here's a whistlestop tour of our typical recruitment process so you know what to expect:

- Complete and submit the application form online before the closing date and time shown.
- We'll review all applications and let you know whether or not you've been shortlisted.
- If you are, we'll invite you to come and meet us for an interview.
- If you're successful, we'll make you an offer.
- Once you've accepted our offer, we'll follow up your references and check your eligibility to work in the UK – if the role requires it, we'll also carry out a DBS check.
- Once that's all done, we'll send you a contract and confirm your start date.
- Welcome to **#TeamBeacon!** There's a 6 month probationary period from your start date and your manager and HR will support you throughout.

Our benefits

Beacon offers a wide range of benefits including:



30 days annual leave, plus an additional 2 days leave at Christmas!



Enhanced family friendly leave, including paid dependency leave.



Defined contribution pension with included life assurance of 3 times your salary.



Enhanced company sick pay.



Extensive wellbeing offer.



Want to see the full range of benefits?

Visit beacon.cymru/jobs