

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

Job Title	Caseworker
Reporting to	Senior Caseworker
Location	Swansea
Salary	25,877.80
Contract Type	Permanent
Hours <small>(9.5)</small>	37
Closing Date	15th May 2026

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.

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.
- Provide resettlement support when moves to new accommodation take place.
- 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 and database systems.
- Ensure that all services are delivered in alignment with Platform's values and approaches.

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.
- Experience of providing floating support or community-based support within the local community, developing care and support plans and risk assessments.
- Knowledge of the welfare benefit system.
- Excellent communication skills
- Understanding of safeguarding for adults.
- Experienced and able to manage time effectively.
- Self-awareness and willingness to engage in reflective practice and ongoing personal development.

Desirable experience, knowledge, qualifications, and training:

- Ability to communicate in Welsh
- Knowledge of the Housing Support Grant Framework

Personal Attributes

- Highly organise
- Resilience
- Reflective

- Team player
- Strong time management / prioritisation skills.
- Driven and passionate
- Excellent communication skills

Why Platform

At Platform 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.

