

## Job information pack:

# Policy Manager (Experts by Experience & Psychologically Informed Environments)

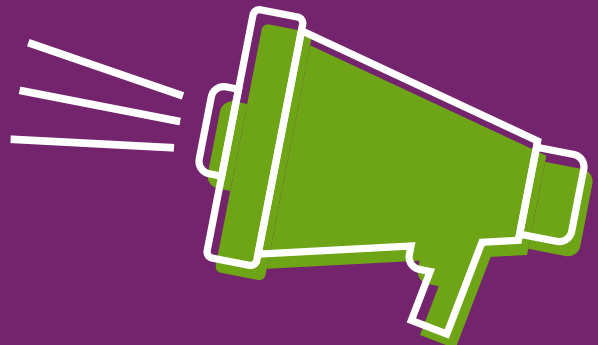
**Salary: £41,698 per annum**

**Full time: 35 hours per week**

**Location: Cardiff office & home working (with some travel)**

**Closing date: 23:59 on Sunday 16th August**

**Interviews: Monday 24th August**



## Who are we looking for?

**We are looking for a new Policy Manager who is passionate about making a difference in the homelessness and housing support sector. Our ideal candidate will have a strong commitment to empowering and supporting people with lived experience to make their voices heard, and will be a strong advocate for compassionate, trauma informed and psychologically informed approaches in the development of policy and delivery of services.**

Over the last few years, we are extremely proud of our work with people who have experienced or been at risk of homelessness. We have been passionate advocates for their voices to be listened to by decision makers, engaging with over 300 experts by experience during the development of the Homelessness and Social Housing Allocation (Wales) Act 2026. This work had a significant impact on the legislation, which will change the way that Wales prevents and responds to homelessness. Over the next few years, we want to ensure that experts by experience continue to influence policy, legislation and practice, and have therefore decided to appoint a strategic role to oversee this work.

Cymorth has been leading the conversation on psychologically informed approaches within the homelessness and housing support sector for nearly ten years, holding conferences and delivering training to support the sector to embed this approach. Similarly to our work with experts by experience, we have taken the decision to embed the responsibility for this work within a management position, to ensure it gets the focus and leadership it needs.

We are looking for someone with the skills, knowledge and experience to take our work on experts by experience and psychologically informed approaches to the next level, embedding it in our work to influence policy, legislation and practice. We also want to find someone who will be a compassionate and supportive manager. We are lucky to work with brilliant people, and helping them to thrive is really important to us.

This role will be subject to a DBS check and successful candidates will be required to undertake safeguarding training.

## How to apply

**If you think this is the right job for you, then you just need to complete the following three steps:**

1. Download the application form [here](#).
2. Complete the application form, taking care to ensure that your personal statement addresses all of the essential criteria in the person specification.
3. Email your application form to [jobs@cymorthcymru.org.uk](mailto:jobs@cymorthcymru.org.uk) by 23:59 on Sunday 16th August.
4. Complete our Equality and Diversity [Monitoring Form](#) (optional).

## Encouraging diversity

We strive to build a team that reflects the diversity of the communities we work with and encourage applications from traditionally under-represented groups. We particularly welcome applications and will guarantee interviews for applicants who meet all of the essential criteria from Black, Asian or Minority Ethnic communities.

## Any questions?

If you have any questions or want to know more about the role, please don't hesitate to get in touch by emailing [jobs@cymorthcymru.org.uk](mailto:jobs@cymorthcymru.org.uk) and we will get back to you as soon as possible.

## Job description

**The Policy Manager (Experts by Experience and Psychologically Informed Environments) will work with the Director, Board, staff, members and partners to deliver our strategic plan, with particular responsibility for:**

- **Leading our work to engage, empower and support experts by experience to contribute to the development of policy, legislation and practice affecting people experiencing or at risk of homelessness.**
- **Leading and overseeing our work to promote psychologically-informed approaches in the development and delivery of policy and services in Wales.**

The Policy Manager is specifically responsible for:

### Experts by Experience

- Leading our work to engage, empower and support experts by experience to contribute to the development of policy, legislation and practice.
- Establishing and overseeing the development and delivery of a National Experts by Experience Forum with people who are experiencing or at risk of homelessness.
- Developing and leading a programme of work to support members of the forum to engage with decision makers, develop their own campaigns or initiatives, and access training to support the objectives of the forum, within agreed budgets.
- Taking operational responsibility for safeguarding in relation to the forum.
- Working with the Director and other members of the policy team to ensure that the views of experts by experience are reflected in our policy and influencing work.
- Identifying and maintaining up-to-date knowledge about best practice with regards to engaging with, empowering and supporting experts by experience to inform policy, legislation and practice.
- Identifying and promoting good practice regarding the involvement of experts by experience in the development and delivery of policy and services.

### Psychologically Informed Environments

- Working with our trainers and other members of staff to ensure the successful delivery of our Psychologically Informed Environments training to members across Wales.
- Developing and delivering our Psychologically Informed Environments Network, ensuring positive engagement from members and other key stakeholders.
- Establishing and maintaining relationships with key external stakeholders who are involved in the development of policy and practice regarding psychologically informed environments, trauma informed approaches and Adverse Childhood Experiences.
- Identifying and maintaining up-to-date knowledge about the latest developments and best practice with regards to psychologically informed environments and trauma informed approaches.
- Overseeing the delivery of policy and good practice reports about psychologically informed environments and trauma informed approaches.

### Management and support

- Managing and supporting the Member and Good Practice Officer to undertake their work to engage with Cymorth Cymru members, gather examples of good practice, produce reports, and provide support to the Experts by Experience project.
- Supporting the Director in key projects and other work as required.
- Supporting the delivery of other Cymorth Cymru activities, such as our events.

## Person Specification

The following values, skills, knowledge and experience are essential (E) or desirable (D). Please evidence these in your personal statement.

|                   |                                                                                                                                                                                             |   |
|-------------------|---------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------------|---|
| <b>Values</b>     | Commitment to Cymorth Cymru's mission, vision and values.                                                                                                                                   | E |
|                   | Commitment to supporting people's well-being and creating a positive work environment where people can develop and flourish.                                                                | E |
|                   | Commitment to embedding lived experience in policy making.                                                                                                                                  | E |
| <b>Skills</b>     | A strategic understanding of how to effectively influence policy and legislation.                                                                                                           | E |
|                   | Ability to develop high quality relationships with a variety of people and organisations, such as experts by experience, frontline workers, member organisations, partners, and government. | E |
|                   | Excellent verbal and written communication skills, including the ability to communicate policy issues to a variety of audiences.                                                            | E |
|                   | Highly organised with project planning skills and the ability to work independently.                                                                                                        | E |
|                   | Emotional intelligence and the ability to manage difficult and sensitive conversations.                                                                                                     | E |
|                   | Ability to speak Welsh.                                                                                                                                                                     | D |
| <b>Knowledge</b>  | Understanding of Welsh homelessness and housing policy, including key challenges and opportunities to influence.                                                                            | E |
|                   | Understanding of psychologically informed and trauma informed approaches.                                                                                                                   | E |
|                   | Understanding of how to empower and support people with lived experience to inform policy and campaigns.                                                                                    | E |
|                   | Understanding of the importance of safeguarding and maintaining professional boundaries.                                                                                                    | E |
| <b>Experience</b> | Experience of influencing policy in a relevant area, such as housing, homelessness, health, social care, criminal justice or VAWDASV.                                                       | E |
|                   | Experience of supporting people with lived experience to engage in the development of policy or practice.                                                                                   | E |
|                   | Lived experience of homelessness, or other relevant lived experience.                                                                                                                       | D |
|                   | Experience of line managing staff members.                                                                                                                                                  | D |

**Please note:** This role will require some travel across Wales to engage with experts by experience, member organisations and other key stakeholders.

## About Cymorth Cymru

**Cymorth Cymru is the representative body for providers of homelessness, housing and support services in Wales. We provide a strong voice for the sector, influencing the development and implementation of policy, legislation and practice that affects our members and the people they support.**

We have around 80 member organisations, which provide a wide range of services that support people to overcome tough times, rebuild their confidence and live independently in their own homes. This includes people experiencing or at risk of homelessness, young people and care leavers, older people, people fleeing violence against women, domestic abuse or sexual violence, people living with a learning disability, people experiencing mental health problems, people with substance use issues and many more.

### Our vision:

A Wales where everyone has a safe place to call home and the support they need to thrive in their communities.

### Our mission:

To work with our members, experts by experience and partners to improve policy, practice and funding to achieve our vision of a Wales where everyone has a safe place to call home and the support they need to thrive in their communities.

### Our values:

- **Compassionate:** We will place compassion, dignity and respect for people with lived experience and frontline workers at the heart of our work to improve policy, legislation and practice.
- **Collaborative:** We will develop trusting relationships with government, partners, frontline workers and experts by experience, working in partnership to have the greatest possible impact.
- **Courageous:** We will remain fiercely independent, using our voice to stand up to power and challenge decision makers to do all they can to ensure everyone has a safe place to call home.

### Our strategic goals:

- **Influence and advocate:** Cymorth will provide strong and credible leadership for the sector, challenging and supporting decision makers, while ensuring voices of experts by experience and frontline workers are central to our influencing work.
- **Strengthen and support:** Cymorth will strengthen and support the sector to deliver high quality, person-centred and trauma-informed services, through the development and sharing of good practice, policy, and research from within Wales and internationally.
- **Connect and coordinate:** Cymorth will provide dedicated spaces for members, frontline workers and experts by experience to connect with us, each other and decision makers, as well as ensuring our members are kept informed of key issues affecting the sector.

## **Our team**

**Cymorth Cymru is run by a small team of people who are passionate about ending homelessness and committed to doing all we can to ensure that people can live safely and independently in their own homes and thrive in their communities.**

Members of our team include:

- Policy and External Affairs Manager: Jordan Brewer
- Director: Katie Dalton
- Policy Officer (Housing First): Catrin Elliott-Williams
- Events and Marketing Officer: Wilf Holyoak
- Housing First Policy Manager: Alex Osmond
- Finance and Admin Assistant: Sal Rees
- Finance Manager: Sally Thomas
- Policy and Research Officer: Stephanie Whitehead

## **Staff benefits**

**Although we are a small charity, we do our best to provide a supportive environment for our brilliant members of staff. Here's a few of the things you can expect if you join our team:**

**Salary:**  
**£41,698 per annum**

**Annual leave:**  
**30 days per year plus bank holidays**

**Pension scheme:**  
**6-7% employer contribution**

**Well-being:**  
**Employee assistance scheme inc. counselling**

**Hybrid working:**  
**Combination of office and home working**

**Supportive and flexible working practice**