



# TAFF

**We provide great homes and improve lives .**

**We're here to help make people's lives better.**



Taff is responsible for over 1,500 homes across Cardiff and we provide support services to people across four local authorities in South East Wales.

We develop and deliver reliable services. Building and maintaining quality homes, working with local communities and building long-term partnerships.

As we continue to grow, we'll continue to use our position of influence to create positive change.

## **Our values**



- Fairness
- Openness
- Respect
- Trust
- Honesty

## **ADVERT**

We are looking for a passionate and motivated person with lived experience of cultural diversity and a good understanding of matters affecting different BaME communities in Cardiff. The role will offer culturally appropriate support and guidance to our tenants across our BaME specific housing projects.

**Role:** Tenant Support Worker (BaME Housing Support)

**Responsible to:** Tenant Support Officer

**The Role:** A 6-month position to support tenants across our BaME specific housing projects, ensuring that they are offered appropriate services that allow them to enjoy where they live and fulfil their potential.

**The values and behaviours you'll bring to the role:**

First and foremost, you will need to be passionate about the difference quality housing related support can make to people's lives.

**You will also need to be:**

- A great colleague and team player
- Committed to delivering excellent customer service
- Demonstrate compassion, empathy and a clear respect for others' thoughts and feelings
- Be open, authentic, embrace and drive change

**What you will be responsible for?**

**Key Duties:**

- Offer culturally appropriate support and guidance on tenancy related issues, welfare benefits and budgeting.
- Providing resettlement support to service users moving into a new property.
- Ensuring service users receive appropriate support as identified in their individual support plan. Feeding back any relevant information or changes to service user needs or circumstances.
- Work within our 'deeds not words' equality pledge.
- Prioritising workload, responding to needs of service user/service.
- Providing both emotional and practical support to service users, empowering them to work towards independent living and integration into the wider community.
- Taking an active part in supervision and team meetings, focussing on operational issues, case work and own development and training needs.
- Developing and sustaining a professional relationship with colleagues.
- Completing all relevant administration as directed by line manager and in accordance with Taff Housing Association, Local Authority and Welsh Government requirements.

- Providing statistical information to management as required.
- Actively participating in service development.
- Working both autonomously and as part of a team.
- To report any public protection or POVA issues to the line manager.
- Liaise with internal colleagues and external agencies to fulfil contract requirements.
- Apply health and safety procedures in line with the Association's policies to all relevant workplaces and work practices, including risk assessments and lone working.
- To comply with the Association's policies and procedures.
- To undertake other duties as required.

## **The Person**

### **Knowledge, Skills and Experience**

#### **Education**

**Desirable:** Qualification or accreditation in a related field.

#### **Experience & Knowledge**

##### **Essential**

- Fluent in a relevant community language
- Experience and understanding of different BaME communities in Cardiff.
- Excellent knowledge / ability to work with vulnerable people.
- Knowledge / understanding of housing related support.

##### **Desirable**

- Knowledge of Housing Benefits and other Welfare benefits.
- Knowledge of landlord and tenant issues.
- Support or care work in a housing, social work, probation or care field.
- Providing support to one or more of the following groups: People (various ages), with mental health issues, learning/ physical disabilities, BMEs, substance misuse, dual diagnosis, ex-offenders or people who require support to maintain their tenancy.

### **Skills and Aptitude**

##### **Essential**

- Excellent numeracy and literacy skills.
- Ability to prioritise and manage workload.
- Time management skills.
- Practical approach to the provision of support.
- Ability to undertake assessments and develop support plans with service users.
- Administration skills including use of IT (O365/Word/ Excel/ Discovery database).
- Excellent written and verbal communication.
- Ability to sustain a professional relationship with client and colleagues and be aware of boundaries.
- Ability to represent the organisation and network with other agencies and develop relationships in a professional manner.

**Desirable**

- Ability to prepare and deliver clear concise reports.
- Ability to research and disseminate relevant information.

**The Person – Characteristics****Personal Qualities****Essential:**

- Commitment to the Associations values and equal opportunities.
- Ability to drive and access to your own transport.
- Access to the internet for home working purposes.

**Diversity****Essential:**

- To encourage individuals to value diversity and challenge behaviour, this undermines the ethos of equality.
- Demonstrate and respond to the diverse requirements and needs of individuals.

## **We ask all Taff employees to...**

- Keep up to date with changes in systems, policies, procedures and working practices.
- Take ownership for your personal safety and that of those around you.
- Take the opportunity to develop your skills and knowledge.
- Contribute to a happy and positive workplace.

\*This job description is indicative of the range of current duties and responsibilities for the post. It is not comprehensive. This post is expected to develop overtime with the skills and knowledge of the post holder, and it is essential therefore, that it is regarded with a degree of flexibility, so that changing needs and circumstances can be met. All changes will be discussed with the post holder.



## Conditions of Service

**Salary** £19,514 - £20,721

**Contract type** This is a 6 month temporary appointment to cover the current post holder who will be on secondment in another part of the business. Should the post holder decide to return sooner/later than expected, to which they have a right to, we will provide as much notice as possible.

**Working Week** 35 hours a week, normally Monday – Friday. There will be occasional weekend work to meet the needs of the business. Agile working arrangements are in place.

**Location** Red Sea House Scheme, Cardiff.

**Criminal Records** Enhanced Disclosure and Barring Service (DBS) check will be necessary for the successful applicant, and appointment will not be confirmed before a satisfactory disclosure is received.

**References** Two satisfactory professional references covering the last 3 years; including one from your current employer. (Family members cannot provide references)

**Business Mileage** You may at times be required to use your own motor vehicle for use on official journeys. Your mileage expenses will be reimbursed based on the locally agreed rate. It is your responsibility to ensure that you have appropriate Business Insurance to undertake your duties.

**Probationary Period:** 3 months.

To apply for this post and to view all our current vacancies please visit <http://www.taffhousing.co.uk/vacancy/>.

**Closing date:** Tuesday 16<sup>th</sup> February 2021 @ 9am

**Interview date:** To be confirmed.