

# TAFF

We deliver great homes and services  
and support communities to thrive.

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

We inspire  
**Trust**



We are  
**Ambitious**



We are always  
**Learning**



We are  
**Kind**



## **Advert**

We are looking for caring and compassionate people to support our residents with making changes to their lives. By building positive relationships and taking a 'work with' approach you'll help residents achieve their goals and take those next steps to independence.

At Taff we work in a Psychologically Informed way and aim to build resilience in trauma affected people which can bring many challenging emotions. We need inclusive and non-judgemental staff to help break the cycle of trauma and build resilience in the future generation.

You will also receive regular training and learning opportunities as we support you to progress in your career. This is an exciting time to join the Support Services team, so if you can bring your full self to work, enjoy engaging a diverse range of people and can own your decision making, we'd love you to take a look at the job pack and apply.

We welcome any questions in advance of an application, so please get in touch with Sally Evans on 02920 259142 if there's something that matters to you that we haven't quite covered.

**Role:** Project Assistant (Weekends)

**Responsible to:** Project Manager

**Team:** Supported Housing Scheme

### **What you'll do...**

Provide weekend staffing at the hostel, providing a clean, safe and secure living environment for residents. To deliver support to residents as required and also assist in the delivery of activities and workshops within the hostel to benefit the residents that we work with.

### **What you will be responsible for?**

- Ensuring the safety and security of building, residents and staff.
- Following all relevant risk management, safeguarding, child protection legislation and organisations procedures.
- Dealing with emergencies, incidents and breaches of security arising at the project and address accordingly.
- Recording and reporting all incidents involving the building or residents and providing good handovers.
- Supporting residents in dealing with queries and administrative tasks in relation to support needs.
- To work closely with other project staff to help develop and deliver a tenant participation programme which includes activities and opportunities for learning to add value to their stay with us.
- Monitoring the interior and exterior of the buildings for breaches of security; addressing and attending to any breaches where necessary.
- Providing a reception service, controlling and monitoring access for residents and their visitors.
- Helping and advising residents in dealing with individual crises or emergencies and to support residents with queries, completion of forms and other administrative tasks, in relation to support needs.
- Keeping up to date with good practice in Health and Safety and Taff Housing's policy and procedures.
- Undertake daily cleaning duties and the preparation of empty rooms. Completion of light decorating and maintenance duties in helping to maintain a safe, clean and homely environment for our families.
- Meeting the support needs of our residents when on shift, providing support, positive encouragement and advice when appropriate.

## **The Person**

### **Skills, Experience and Qualifications**

#### **Essential**

- The ability to maintain good relations with young people.
- An understanding and the ability to respect confidentiality.
- Working in a care or support environment.
- The ability to respond in a calm and composed manner.
- The ability to work on own initiative, as well as part of a team.
- Ability to provide an excellent standard of service.
- An understanding of Health and Safety issues.
- Good literacy and numeracy skills.
- Cleaning work.
- Willingness and ability to follow policies and procedures.
- Willingness and ability to work unsociable hours on an ongoing basis.
- A positive approach to tackling project wide issues and responding positively to residents.
- Experience of managing challenging behaviour and resolving conflict.

#### **Desirable**

- Knowledge of supported housing issues.
- The ability to communicate in Welsh or a relevant community language.

#### **We'd also need you to be...**

- Digitally savvy, able to use Taff's latest technology/kit
- Comfortable to work in an agile environment, with a focus on 'getting the job done'
- Actively anti-racist and tackle all types of discrimination, not just for our customers, but for our colleagues too, welcoming and celebrating difference.
- Possess a positive 'can do' attitude and actively contribute to creating an awesome Taff culture

## **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 over time 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 £8,436

Contract Type Permanent

Working Week You will be required to work 14 hours a week, Saturday & Sunday. 2 x 7.5 hour shifts which includes a 30-minute unpaid break.

Location Supported Housing Scheme (Cardiff)

Colleague Benefits

- 25 days annual leave (extra 1 day leave after 5 & 10 years' service – total of 27 days).
- 4 extra concessionary days and public bank holidays.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sick and maternity pay.
- Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.
- Permanent Health Insurance through Canada Life.
- 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services.
- Employee Assistance Programme through LifeWorks.

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:** 6 Months.

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

**Closing Date: Monday 23<sup>rd</sup> May 2022 at 9 am**  
**Interview Date: Friday 27<sup>th</sup> May 2022**