

# 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 a caring and compassionate Project Manager to lead our young person's supported housing projects and support young people to make changes to their lives. By building positive relationships and taking a 'work with' approach we help residents achieve their goals and take those next steps to independence.

The role can be challenging; At Taff we work in a Psychologically informed way and aim to build resilience in trauma affected people which can bring many challenging emotions. Every member of the team at Ty Seren holds unique personalities which creates a supportive, inclusive and welcoming workspace that is like no-other. You will also receive regular training and learning opportunities as we support you to progress in your career.

So, if you can bring your full self to work, enjoy engaging with a diverse range of people and can lead a team who own their 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, but we haven't quite covered.

**Role:** Young Persons' Support Projects Manager

**Responsible to:** Senior Support Manager

**Responsible for:** All Staff at Ty Seren, The Foyer and Outreach.

**Team:** Ty Seren Supported Housing Scheme

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

To be responsible for the day-to-day operations of three of the associations young persons' projects - Ty Seren, Cardiff Foyer and Ty Haul and outreach services for each. To work with a Senior Project Officer to provide line-management of project staff. To deputise in the absence of other Project Managers. Work alongside partner agencies Salvation army, Church army and CCHA to deliver temporary accommodation management and support across the young person's gateway accommodation.

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

- Responsible for management of risk relating to 66 young people across all three services.
- Responsible for management of risk and fire risk relating to 29 bed hostel (Ty Seren) and 4 bed house (Ty Haul).
- Management of two teams of staff totalling 22 staff. Responsible for rota of 24-hour project that is open 365 days a year.
- Responsible for resource planning and recruitment of staff across both teams.
- Engaging, liaising, networking and negotiating with stakeholders from multiple agencies including local authority, statutory bodies, consortium partners, funders and other 3rd sector professionals.
- Responsible for planning and delivering on long term and short-term targets/outcomes across the 3 projects within the contract.
- Working from Ty Seren; with residents who have experienced significant trauma. Responsible for the wellbeing and support of staff working in a psychologically informed environment.

- Responsible for leading teams in a psychologically informed way. Modelling, coaching and leading staff to be reflective and psychologically informed in their approach. Taking responsibility for expanding personal knowledge on psychologically informed practices relating to working with young people who have suffered trauma and guiding the staff team in those areas.
- Responsible for overseeing day to day budget management for 3 projects. Working with the senior service lead to budget forecast.

## **The Person**

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

#### **Essential**

- Excellent literacy and numeracy skills.
- Educated to degree level or equivalent.
- Experience of support work in a housing, voluntary agency or social services field.
- Excellent understanding of psychologically informed environments and practices.
- Experience of managing, leading or supervising staff in a housing or support environment.
- Working knowledge and experience of housing law.
- Experience of working with young women and a good understanding of safeguarding issues for children and adults.
- Experience of implementing policy and procedure in a staff team.
- Good working knowledge of Housing Benefit and other welfare benefits.
- Good working knowledge of managing tenants' rent accounts, and the role of Housing Benefit for supported housing landlords.
- An awareness of landlord and tenant law and management issues.
- A working knowledge of supported housing management issues.
- An awareness of Health and Safety law and practice.
- A working knowledge of Child Protection issues.
- Knowledge of issues around young people leaving care Interest in strategic issues In Welsh housing and support.
- Experience of having financial oversight and managing a budget.
- A flexible and innovative approach to issues and problems, and a positive approach to change.
- Assertiveness in personnel management and dealing with issues at projects.
- Willing and able to work flexibly, involving some evening meetings, and some unsociable hours.
- Calm under pressure.
- Creative, innovative and self-motivating.
- Ability to motivate staff and tenants.

## **Desirable**

- A relevant qualification e.g., counselling, social work, BTEC/HNC Health and Social Care (or similar).
- Management Diploma, Housing Diploma (or similar).
- Working knowledge and experience of employment law.
- Experience of work in a housing association, local authority housing department or a social services department.
- Experience of responsibility for Health and Safety matters.

## **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 £36,582

Contract Type Permanent

Working Week 35 hours a week, normally Monday – Friday. Shifts will be worked between 8 am – 10 pm covering 365 days a year in accordance with the staff rota. You will be required to work the occasional weekend and will also be required to work on bank holidays and participate in the on-call rota. Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

Location You will be based at our Supported Housing Scheme in Roath, 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: Tuesday 14<sup>th</sup> June 2022 at 9 am**

**Interview Date: Tuesday 21st June and Tuesday 28th June 2022**