



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

The purpose of this Tenant Support Worker post is to provide housing related floating support to vulnerable families already working with the Vale's Poverty Action Group teams (Flying Start, Families First, and Families Achieving Change Together).

If you have experience of working in a support environment and are passionate about helping vulnerable families then we would like to hear from you.

Role: Tenant Support Worker (Poverty Action Group)

Responsible to: Team Manager

What you'll do...

- Manage a caseload of service users to live independently within the community by providing tenancy related support.
- Provide appropriate levels of support to service users on the support project and maintain relevant records.
- Participate fully as part of the Vale's Poverty Action Group teams.

What you will be responsible for?

- Working closely with Poverty Action Group and Supporting People teams to provide a holistic service to meet the unmet needs of vulnerable families.
- Ability to use a database and identify and report on other agency involvement.
- Offer support and guidance on housing 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.
- 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.
- To complete all related paperwork as directed by 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

Skills, Experience and Qualifications

Essential

- 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), mental health needs, learning/ physical disabilities, addiction problems, ex-offenders or people who require support to maintain their tenancies
- Working autonomously and part of a team
- Excellent knowledge / ability to work with vulnerable people
- Knowledge / understanding of housing related support
- Ability to drive and access to your own transport
- Access to the internet for home working purposes

Desirable

- Knowledge of Housing Benefits and other Welfare benefits
- Knowledge of landlord and tenant issues

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	£21,797
Contract Type	2 Temporary Posts – June 2022 to June 2023.
Working Week	35 hours per week, normally Monday – Friday. Flexible working in accordance with our Work life Balance Policy.
Location	Vale of Glamorgan / Agile Working.
Colleague Benefits	<ul style="list-style-type: none">• 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
DBS Check	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 May 2022 at 9 am

Interview Date: Wednesday 25 May 2022