

# 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 person to join our team at the Cardiff Foyer Project and support young people to make changes to their lives. You will be part of a team that provides a floating support service to young people aged 16 - 21 to enable them to live independently in the community and maintain their tenancies, whilst promoting socio-economic activity.

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 Cardiff Foyer Project creates a supportive, inclusive and welcoming workspace. 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 own your decision making, we'd love you to take a look at the job pack and apply.

**Role:** Tenant Support Worker

**Responsible to:** Project Manager

**Team:** Support Services

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

Provide tenancy related support to young people and enable them to live independently, efficiently and cohesively in the community.

**What you will be responsible for?**

**Main Functions:**

- Managing a caseload of young people to live independently within the community by providing tenancy management related support.
- Providing appropriate levels of support to young people involved with the project and maintain relevant records utilising internal systems.
- Gathering and processing all relevant information for purposes of project reporting.
- Participating fully in the operation of the project by actively contributing to any other activities and tasks which are deemed necessary to achieve goals and produce outcomes which are outlined in the operational specification.

**Key Duties:**

- Offer support and guidance on tenancy related issues, welfare benefits and budgeting.
- Provide resettlement options and support to service users moving into a new property.
- Ensure young people participate in and receive appropriate support as identified in their individual support plan.
- Manage risk and feedback any relevant information or changes to the needs or circumstances of service users.
- Display appropriate time management and prioritise workload, responding to the needs of young people and the project.
- Provide both emotional and practical support to young people, empowering them to work towards independence, occupation and integration into the wider community.

- Take an active part in supervision and team meetings, focussing on operational issues, case work and own development and training needs.
- Develop and sustain a professional relationship with colleagues.
- Complete all relevant administration tasks as requested by the line manager and with accordance to Taff Housing Association, Local Authority and Welsh Government requirements.
- Provide statistical information as and when required.
- Actively participate in service development.
- Work both autonomously and as part of a team.
- Ensure that all POVA/ POVC and Safeguarding issues are reported to the line manager on time.
- Ensure partnership work with internal departments and all relevant external stakeholders.
- Adhere to all health and safety procedures in line with Taff Housing policies and procedures.
- Manage, report and mitigate risk, complete risks assessments and follow lone working arrangements.
- Adhere to all relevant Taff Housing policies and procedures.
- Complete and participate in other duties as required.

## **The Person**

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

#### **Essential**

- 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.
- Experience of working autonomously and as part of a team.
- Support or care work in a housing, social work, probation or care field.
- Excellent knowledge / ability to work with vulnerable people.
- Knowledge / understanding of housing related support.
- 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.
- 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.
- Ability to research and disseminate relevant information.
- Ability to drive and access to your own transport.

#### **Desirable**

- Knowledge of Housing Benefits and other Welfare benefits.
- Knowledge of landlord and tenant issues.
- Ability to prepare and deliver clear concise reports.
- 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

Annual Salary	£21,797 (Pro Rata)
Contract Type	Permanent
Working Week	18 hours per week. Flexible working in accordance with our Work Life Balance Policy.
Location	We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working in the community and at our offices in Cardiff.
Colleague Benefits	<ul style="list-style-type: none"><li>• 25 days annual leave (extra 1 day leave after 5 &amp; 10 years' service – total of 27 days).</li><li>• 4 extra concessionary days and public bank holidays.</li><li>• Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.</li><li>• Enhanced sick and maternity pay.</li><li>• Simplyhealth cash plan covering optical, dental, chiropractic treatment and more.</li><li>• Permanent Health Insurance through Canada Life.</li><li>• 'WeCare' service through Canada Life for employees and their household giving access to GP consultations, specialist counselling and many other services.</li><li>• Employee Assistance Programme through LifeWorks.</li></ul>
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

**<https://taffhousing.co.uk/opportunities/current-vacancies/>**

**Closing Date:** Thursday 23rd June 2022 9 am

**Interview Date:** Friday 1st July 2022