

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 join our hostel team at Taff. At Ty Seren we support young women aged 16-21 to make 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.

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 hostel team 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.

We consider it a privilege to work closely with young people in their home; it allows us to build positive and meaningful relationships that allow us to tailor the support to the needs of an individual.

You don't need to have direct experience of working in the Housing or Support Sector to help us to deliver great services.

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.

We welcome any questions in advance of an application, so please get in touch with Jay on 02920 497379 if there's something that matters to you, but we haven't quite covered.

Role: Project Support Officer

Reports to: Senior Young Persons Project Support Officer

Line Manager for: x 1 Project Assistant

Team: Ty Seren Supported Housing scheme

What you'll do...

To provide tailored support to the residents of Ty Seren. To ensure the safety and wellbeing of service users in a psychologically informed environment. To promote independent living skills with the goal of successful move on into independent accommodation.

What you will be responsible for...

- Meeting contract deadlines and KPIs (delivering workshops / getting residents in education and employment) to meet future funding criteria.
- Creating tailored support plans using SMART goals, delivering support and supporting residents to achieve successful move on in to independent accommodation.
- Assessing and communicating risk information.
- Keeping detailed and timely notes on resident interactions, and making sure that important information is properly disseminated amongst the team (disco, handover, RAs etc.).
- Liaising with other agencies and keeping them informed.
- Covering outreach and each other's caseloads when needed.
- Taking responsibility and ensuring the safety of residents who have self harmed / are suicidal / require medical attention, including attending hospital when on call.
- Ensuring the missing persons procedure is followed.
- Giving the correct advice to residents.
- Inducting staff.
- Line managing project assistants (inc. regular supervision meetings).
- Being responsible for general safety (inc. tracking and monitoring visitors).
- Holding and managing sensitive and confidential information.
- Following Safeguarding and child protection procedures.
- Attending meetings such as MARAC and court dates.
- Handling incidents in a way that ensures residents' safety, and making decisions about whether to exclude residents or not.

The Person

Skills, Experience and Qualifications

Essential

- Understanding of working with people with support needs.
- Good working knowledge of HB /and UC.
- Ability to run workshops / sessions and to support residents to achieve their goals and aspirations.
- Up to date Safeguarding and Child Protection understanding.
- A positive approach to tackling project wide issues and responding positively to residents.
- Experience of managing challenging behaviour and resolving conflict.
- To challenge behaviour which undermines the ethos of equality.

Desirable

- Previous experience of youth / support work.

We'd also love 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 a great 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	£24,063 Pro Rata
Contract type	Permanent
Working Week	17.5 hours per week, in line with the project shift rota (working shifts including 8.00 - 15.30, 10.00 - 17.30, 13.30 - 21.00 and 14.30 - 22.00).
Location	Supported Housing Scheme in Roath Cardiff. Should business needs change, you may be expected to work at our other sites.

Colleague Benefits

- 25 days annual leave (1 day extra leave after 5 & 10 years' service – total of 27 days).
- 4 extra concessionary days and public bank holidays.
- Option to purchase 5 extra days annual leave.
- Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.
- Enhanced sickness 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.
- Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.

Checks Enhanced DBS and reference checks required.
Appointment will be confirmed only upon satisfactory response.

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: Tuesday 5th July 2022 at 9 am

Interview Date: Friday 8th July 2022