

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're looking for a Senior Project Support Officer to join our team.

Duties include:

- Undertaking housing management duties.
- Team supervision and support.
- Quality assurance monitoring and evidencing compliance with regulatory requirements.
- Helping to organise and oversee group activity programmes for residents, including associated monitoring and evaluation.
- Managing the project in the absence of the Project Manager.

If you think you could help us build a therapeutic community where every young person has the chance to be the best they can be, we'd like to hear from you. Go on, be part of something amazing!

If you have questions about the vacancy or Ty Seren, please contact Jay O' Connor on 02920 497 379.

Role: Senior Young Person's Project Support Officer

Responsible to: Young Person's Projects Manager

Line Managing: Project Support Officers, Cardiff Foyer Tenant Support Workers and Cardiff Foyer Tenant Support Officers

Team: Supported Housing

What you'll do...

To supervise a team of Project Support Officers in a supported housing setting and to supervise a team of tenant support officers / workers in a floating support setting. To ensure statistical information and quality assurance monitoring is being delivered and evidenced in line with regulatory requirements and manage the project in the absence of the Project Manager. To ensure that an engagement and activity programme is being delivered and that engagement in work education and training is promoted for young people within Taff's young person's contract.

What you will be responsible for?

- Responsible for the delivery of effective 'PIE' guided support services, having direct oversight of all elements of support delivery through monitoring of case notes, ISP reviews, outcomes monitoring and file audits in accordance with contractual framework.
- Evaluating and accepting suitable referrals into the service.
- Responsible for line management duties for the support team that support residents at Ty Seren, Ty Haul, Cardiff Foyer Project and outreach for those projects.
- Support staff and be the main point of contact for any safeguarding concerns, oversee referrals to LA Social Services, prepare reports and attend child protection / core group meetings / court.
- Maintaining all risk management procedures and maintaining health and safety standards.
- Implement continuous improvement of support and educational training, tenant participation and employment programme.
- Responsible for assisting the project manager with duties in their absence regarding rota, staffing levels, management of petty cash and invoicing.

Key Duties:

- Helping residents to achieve and enjoy successful futures for themselves; enjoying housing security, comfort in their home, trust in the service as well as relationships with staff and a good sense of wellbeing.
- Ensuring that residents are treated with respect and compassion, with support provided in a trauma informed approach.
- Working towards a zero-eviction policy.
- Contributing to a friendly and supportive environment for colleagues at the project so that staff feel included, valued and invested in with a focus on outcomes delivery and professional development. Success looks like good training compliancy, low sickness and high moral.
- Maintaining high quality support services, compliant contracts and safety. For example, maintaining Housing Benefit payments, reducing arrears, maximising revenue by keeping occupancy voids to a minimum etc.

We ask all Taff employees to...

- Keep up to date with changes in systems, working practices, policies and procedures.
- 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.

The Person

Skills, Experience and Qualifications

Essential

- Current working knowledge of Safeguarding and Child Protection legislation and procedures.
- A positive approach in tackling project wide issues and responding positively to residents.
- Excellent knowledge / skills working with vulnerable people who may have complex / multiple needs including benefits and housing.
- Support work in a housing, voluntary or Social Services field.
- A commitment to working in a trauma informed approach, helping to maintain the effectiveness of our psychologically informed environment.
- Post holder will work flexibly when required to meet the operational needs of the project and participate in the on-call rota.
- Ability to create and nurture effective and valuable relationships.
- Ability to work well as a project management team and to feel confident in leading the project in the absence of project manager.

Desirable

- Experience of managing challenging behaviours and resolving conflict be it with service users, external partners or staff.
- Experience of working with hard-to-reach individuals.
- Diploma or equivalent in Counselling, Health and Social Care, Social Work, Probation or Youth and Community Work.

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 a great Taff culture.

Conditions of Service

Salary £29,240

Contract Type Permanent

Working Week You will be required to work 35 hours per week (Monday to Friday) in accordance with the staff rota covering 365 days a year. Shifts will be worked between 8 am – 10 pm 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. You will be required to participate in the on-call rota.

Location You will be based at our Supported Housing Scheme.

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 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: Wednesday 3rd August 2022 at 9 am

Interview Dates: Monday 8th and Tuesday 9th August 2022