

# 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 motivated team player, committed to supporting vulnerable people, who has a willingness to learn and deliver direct support to our clients.

The purpose of this Tenant Support Worker - Poverty Action Group (PAG) post is to provide housing related floating support to vulnerable families already working with the Vale's PAG 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 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 the Poverty Action Group and Supporting People teams to provide a holistic service to meet the needs of vulnerable families.
- Ability to effectively use a database 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 as well as reporting back on changes to service user needs or circumstances.
- Prioritising workload, responding to the 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 the 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 tenancy related support to one or more of the following groups - People (various ages) with mental health needs, learning / physical disabilities, addiction problems or ex-offenders.
- Working autonomously and part of a team.
- Working with vulnerable / hard to reach people.
- Ability to drive and access to your own transport.
- Access to the internet for home working purposes.

#### **Desirable**

- Knowledge of Housing Benefit 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 a great Taff culture.

#### **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.

## Conditions of Service

Salary	£21,797
Contract Type	Temporary Post Until 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"><li>• 25 days annual leave (1 day extra leave after 5 &amp; 10 years' service – total of 27 days.</li><li>• 4 extra concessionary days and public bank holidays.</li><li>• Option to purchase 5 extra days annual leave.</li><li>• Defined Contribution SHPS Pension scheme with a maximum contribution of up to 9.25%.</li><li>• Enhanced sickness 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><li>• Business Mileage expenses will be reimbursed when using your own motor vehicle for use on official journeys.</li></ul>
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: Monday 18<sup>th</sup> July 2022 at 9 am**

**Interview Date: To be confirmed.**