

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

You will be offering support to families who have arrived from Ukraine to settle in their host families and integration into the communities in Bridgend.

Support can include help with setting up bank accounts, finding employment, permanent accommodation and emotional wellbeing.

If you have experience of support work and have a passion for making a difference, we would like to hear from you.

We welcome any questions in an advance of an application, or if there is something which matters to you, and we haven't covered this in the job pack then please get in touch with our Senior Tenant Support Officer at **Gayle.chambers@taffhousing.co.uk**

Role: Tenant Support Worker

Responsible to: Senior Tenant Support Officer

Team: Ukrainian Refugee Floating Support Team – Bridgend

What you'll do...

Be a great support worker in Taff's Support Services department, ensuring that the needs of the service user are met within the specifics of the project. You will be passionate about the difference quality housing related support can make to people's lives.

What you will be responsible for?

- Offering culturally appropriate support and guidance on tenancy related issues, welfare benefits and budgeting.
- Providing great quality floating support to service users empowering them to work towards independent living and integration into the wider community.
- Keeping accurate risk assessments, support plans and case notes.
- Ensure safeguarding requirements are met.
- Supporting the team manager in contributing to the project data collection.
- Taking an active part in supervision and team meetings, focussing on operational issues, case work and own development and training needs.
- Work within our 'deeds not words' equality pledge.

The Person

Skills, Experience and Qualifications

Essential

- Excellent knowledge/ability to work with vulnerable people.
- Knowledge/understanding of housing related support.
- Knowledge/understanding of landlord and tenant issues.
- Excellent numeracy and literacy skills.
- Ability to undertake assessments and develop support plans with service users.
- Ability to work with colleagues to achieve a shared vision.
- Ability to drive and access to your own transport.
- Access to the internet for home working purposes.
- Understanding of the legal, ethical and strategic reasons for supporting workplace diversity.

Desirable

- Ability to communicate in Ukrainian.
- An awareness of other cultures and knowledge of the communities of South-East Wales.
- Experience of support or care work in a housing, social work, probation or care field, providing support to people who are trauma sensitive, have benefitted from support with their mental health and well-being or are from a minority community.

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
Contract Type	Temporary 12 month contract with potential to extend.
Working Week	35 hours a week, normally Monday – Friday. Flexible working in accordance with our Work Life Balance Policy.
Location	Working with Ukrainian families resettled in Bridgend. 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 Bridgend and Cardiff offices.
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• 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

Closing Date: Monday 22nd August 2022 at 9 am

Interview Date: Thursday 25th August 2022

To apply for this post and to view all our current vacancies, please visit <https://taffhousing.co.uk/opportunities/current-vacancies/>