

# 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 team in Ty Enfys supporting young families to make changes to their lives. At Ty Enfys we work with young mothers and their babies preparing to move into their first home as a family. You will build positive relationships by working alongside residents to support them in reaching their goals and achieving independence.

At Taff we work in a psychologically informed way and aim to build resilience in trauma affected people which can bring many challenging emotions. We consider it a privilege to work closely with young mums in their home: it allows us to build positive relationship and meaningful relationships that allow us to tailor the support to the needs of the individual.

Creating a supportive, non-judgemental team around the young family helps to break the cycle of trauma and build resilience in the future generation.

You will also receive regular training and learning opportunities as we support you to progress 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 to take a look at the job pack, and if this is role that inspires you then we would welcome your application.

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 project manager at [Sam.strong@taffhousing.co.uk](mailto:Sam.strong@taffhousing.co.uk)

**Role:** Hostel Assistant

**Responsible to:** Senior Family Support Officer

**Team:** Supported Housing Scheme – Ty Enfys

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

Provide daytime staffing at the hostel, providing a clean, safe and secure living environment for residents. To deliver support to residents as required and also assist in the delivery of activities and workshops within the hostel to benefit the residents that we work with.

**What you will be responsible for...**

- Ensuring the safety and security of building, residents and staff.
- Following all relevant risk management, safeguarding, child protection legislation and organisations procedures.
- Dealing with emergencies, incidents and breaches of security arising at the project and address accordingly.
- Recording and reporting all incidents involving the building or residents and providing good handovers.
- Supporting residents in dealing with queries and administrative tasks in relation to support needs.
- To work closely with other project staff to help develop and deliver a tenant participation programme which includes activities and opportunities for learning to add value to their stay with us.
- Monitoring the interior and exterior of the buildings for breaches of security; addressing and attending to any breaches where necessary.
- Providing a reception service, controlling and monitoring access for residents and their visitors.
- Helping and advising residents in dealing with individual crises or emergencies and to support residents with queries, completion of forms and other administrative tasks, in relation to support needs.
- Keeping up to date with good practice in Health and Safety and Taff Housing's policy and procedures.
- Undertake daily cleaning duties and the preparation of voids. Completion of light decorating and maintenance duties in helping to maintain a safe, clean and homely environment for our families.
- Meeting the support needs of our residents when on shift, providing support, positive encouragement and advice when appropriate.

## **The Person**

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

#### **Essential**

- The ability to maintain good relations with young people.
- An understanding and the ability to respect confidentiality.
- Working in a care or support environment.
- The ability to respond in a calm and composed manner.
- The ability to work on own initiative, as well as part of a team.
- Ability to provide an excellent standard of service.
- An understanding of Health and Safety Issues.
- Good literacy and numeracy skills.
- Cleaning work.
- Willingness and ability to follow policies and procedures.
- Willingness and ability to work unsociable hours on an ongoing basis.
- A positive approach to tackling project wide issues and responding positively to residents.
- Experience of managing challenging behaviour and resolving conflict.

#### **Desirable**

- Knowledge of supported housing issues.
- 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 £21,091

Contract Type Permanent

Working Week 35 Hours per Week in Accordance with the Staff Rota

Location Supported Housing Scheme (Cardiff)

### Colleague Benefits

- 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 5<sup>th</sup> September 2022 at 9 am**

**Interview Date: To be Confirmed**