

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 Tenant Support Worker to join our floating support team in Newport.

The purpose of the role is to support our service users who have a wide range of needs, to live independently in the community and maintain their tenancies. You will be part of a team that provides a floating support service to a vulnerable client group.

If you have experience of providing support and have a passion for helping vulnerable people then we would like to hear from you.

Role: Tenant Support Worker

Responsible to: Team Manager

Team: The Lighthouse Project – Newport

What you'll do...

To 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 / 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.
- Understanding of the legal, ethical and strategic reasons for supporting workplace diversity.
- Ability to drive and access to your own transport.

Desirable

- An awareness of other cultures and knowledge of the communities living in South-East Wales.
- Support or care work in a housing, social work, probation or care field, providing support to one or more of the following groups: people (various ages) with mental health issues, learning/physical disabilities, BAME Substance misuse, dual diagnosis, ex- offenders or people who require support to maintain their tenancy.

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, 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 Permanent

Working Week 35 hours a week, normally Monday – Friday.
Flexible working in accordance with our Work life Balance Policy. Should business needs change, you may be expected to work at our other sites.

Location We all work in an agile way and this role can be delivered as part of a blended approach requiring some location working at our Newport Office.

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: Tuesday 16th August 2022 at 9 am

Interview Date: Wednesday 24th August 2022