

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 Southeast 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 hostel teams at Taff; in Ty Seren and Ty Enfys we support young people and families to make changes to their lives. By building positive relationships and taking a 'work with' approach you'll help residents achieve their goals and take those next steps to independence.

Ty Enfys staff work with young mothers and their babies preparing to move into their first home as a family and the team at Ty Seren work with young women aged 16-21.

The role can be challenging; At Taff we work in a Psychologically informed way and aim to build resilience in trauma affected people which can bring many challenging emotions. Every member of the hostel teams holds unique personalities which create a supportive, inclusive and welcoming workspace that is like no-other. You will also receive regular training and learning opportunities as we support you to progress in your career.

We consider it a privilege to work closely with young people in their home; it allows us to build positive and meaningful relationships that allow us to tailor the support to the needs of an individual. You don't need to have direct experience of working in the Housing or Support Sector to help us to deliver great services.

The successful applicants will take the lead in each hostel in working with residents to help design and co-produce meaningful tenant participation programmes, to help engage with and inspire our young residents. Within our projects, we are proud of the range of activities and opportunities we offer to our residents including practical life skills activities, accredited training, social events and events hosted by external partners. The role is 35hrs a week and will include weekend working to enable effective co-ordination and continuation of programme deliver across the full week.

So, if you are creative and consider yourself a "people person" with strong communication skills, can be authentic in your work and enjoy engaging with a diverse range of people then we'd love you to take a look at the job pack and apply.

We welcome any questions in advance of an application, so please get in touch with one of our project manager's, Sam Strong, via email on Sam.strong@taffhousing.co.uk

Role: Hostel Support Assistant
Responsible to: Project Manager
Team: Ty Seren and Ty Enfys Hostel's

What you'll do...

You will assist in the delivery of activities and workshops within the hostel to benefit the residents that we work with, whilst assisting support workers and project managers to maintain a positive, safe and secure living environment for young people living at our projects.

What will you be responsible for?

- Working with your colleagues to help develop and deliver a tenant participation programme of activities for young people that live at the project.
- Assisting our residents when on shift, providing support, positive encouragement and advice when appropriate.
- Providing verbal and written handovers for consistency in support for young people living at our service.
- Ensuring the safety and security of building, residents and staff. Providing a reception service, controlling and monitoring access for residents and their visitors.
- Monitoring the interior and exterior of the buildings for breaches of security; addressing and attending to any breaches where necessary.
- 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 risk management, Safeguarding, Health and Safety and Taff Housing's policy and procedures.
- Undertaking daily cleaning duties and the preparation of voids to prepare for young people moving into the project.

Full training will be provided.

THE PERSON

Essential Skills, Experience and Qualities

- Good levels of empathy and communication skills.
- An ability to maintain good relationships with young people.
- An understanding of the importance of confidentiality and when it may be appropriate to breach confidentiality.
- An ability to respond in a calm and composed manner when faced with challenging behaviour and conflict.
- An ability to work on your own initiative, as well as part of a team.
- A willingness to work shifts outside of office hours.
- A positive solution-based approach to solving problems as they arise.
- Support of a whole team approach to keeping young people safe whilst experiencing crisis.

Desirable Skills, Experience and Qualities

- Knowledge of issues that may arise in a hostel environment.
- Understanding of Psychologically Informed Environments and Trauma Informed practices.
- An 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.
- Be 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 postholder.

CONDITIONS OF SERVICE

Annual Salary: £22,405

Contract type: Permanent

Working Week: 35 hours per week, working day shifts - Wednesday to Sunday

Location: Located in our Support Housing Project in Central 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: DBS and reference checks required. Appointment will be confirmed only upon satisfactory response.

To apply for this vacancy please email a copy of your CV, together with a completed Equal Opportunities form to - peopleservices.mailbox@taffhousing.co.uk before 9am on Monday 17th April 2023.

Equal Opportunities form

Interview dates – TBC