

# 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 and support young families to make changes to their lives. We work with young mothers and their babies preparing to move into their first home as a family. By building positive relationships and taking a 'work with' approach you'll help residents achieve their goals and take those next steps to 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 and meaningful relationships that allow us to tailor the support to the needs of an individual.

On-site parenting workers work alongside support staff allowing our approach to be both parenting and housing related. 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 in 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 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 if there's something that matters to you that we haven't quite covered - [sam.strong@taffhousing.co.uk](mailto:sam.strong@taffhousing.co.uk)

**Role:** Project Support Officer

**Responsible to:** Senior Family Support Officer

**Team:** Supported Housing Scheme

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

Provide support to the residents living at the hostel, both individually and in groups, in the acquisition of independent living skills. To assist residents to move to independent accommodation.

**What you will be responsible for?**

- Acting as a key worker and providing support to families to assist them to achieve independent living, compiling individual support plans, risk assessments and effective case management.
- Working closely with families on identifying needs arising out of the Individual Support Planning Process.
- Developing links and good working relationships with external agencies.
- Set up and maintain Housing Benefit claims.
- Following all relevant safeguarding, child protection legislation and procedures.
- Line management of PA's (maximum of 2 per PSO).
- Working holistically in ensuring the continued safe and effective running of the project ensuring all operational systems and policy and procedures are followed.

## **The Person**

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

#### **Essential**

- Support work experience in a housing, voluntary or Social Services field.
- Good working knowledge of Housing Benefit and other welfare benefits.
- Post holder will work flexibly when requested to meet the operational needs of the project and participate in the on-call rota.
- A commitment to working in a trauma informed approach, helping to maintain the effectiveness of our Psychologically Informed Environment (PIE).
- Up to date Safeguarding and Child Protection understanding.
- Ability to create and nurture effective and valuable relationships with families, colleagues and external partners.
- To encourage Individuals to value diversity and challenge behaviour
- Ability to drive and access to car.

#### **Desirable**

- A positive approach to tackling project wide issues and responding positively to residents.
- Experience of managing challenging behaviour and resolving conflict.
- To challenge behaviour which undermines the ethos of equality.

#### **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                    35 hours £25,394  
    21 hours - £15,236

Contract Type                    Permanent

Working Week                    We are looking for the right candidate to join our team with the flexibility of either a 21 hours or 35 hours per week contract. Successful candidate will be required to help meet the operational needs of the project and participate in the staffing rota, shifts ranging from 8am to 10pm, Monday to Friday, although there may be occasional weekend work and bank holiday cover required.

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:                              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](mailto:peopleservices.mailbox@taffhousing.co.uk) before **Monday 24th April 2023 at 9am.**

**Equal Opportunities form**

**Interview date: – Wednesday 3rd and Thursday 4th May 2023**