

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





We are looking for caring and compassionate colleagues to assist support colleagues to deliver outcome focussed intervention to people living at our new supported accommodation project in the Vale of Glamorgan – Ty Catwg.

You will support, enable, and assist people aged 16+ who are homeless or at risk of homelessness and have complex needs to make positive and sustainable changes to their lives.

By building positive relationships and taking a work with approach you will help residents achieve their goals and move on successfully into independent accommodation.

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 support team at Taff holds unique personalities which creates a supportive, inclusive, and welcoming workspace that is like no other.

So, if you can bring your full self to work, enjoy engaging with a diverse range of people and can lead a team who own their 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 with Liz Davies at liz.davies@taffhousing.co.uk, if there's something that matters to you that we haven't quite covered.

THE ROLE

Role title: Support Assistant

Responsible to: Support Officer

Team: Ty Catwg - Supported Accommodation

What you'll do...

Support colleagues to enable and assist people aged 16+ who are homeless or at risk of homelessness and have complex support needs to make changes to their lives. By building positive relationships and taking a work with approach to help residents achieve their goals and move on successfully into independent accommodation. Working as part of a shift rota covering 24 hours a day 365 days per year. Following the support plans agreed by service users and their support officers and following safety and risk plans designed to maintain project safety.

What you will be responsible for -

- Taking a psychologically and trauma informed approach to your delivery of support in a supported accommodation setting.
- Monitoring the safety and security of the building, residents and colleagues whilst on shift.
- Keeping detailed and timely notes on resident interactions and making sure that important information is properly disseminated amongst the team.
- Following all relevant risk management, safeguarding, child protection legislation and organisations procedures.
- Responding to emergencies, incidents and breaches of security arising at the project and addressing them accordingly.
- Supporting residents in dealing with queries and administrative tasks in relation to support needs and in line with support plan.
- Delivering activities and workshops for occupants to support them to move on to independent living and to improve their wellbeing and support them to thrive.
- 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.
- Meeting the support needs of our residents when on shift, providing support, positive encouragement and advice when appropriate.

THE PERSON

Skills, Experience and Qualities:

- Experience of working in a care or support environment.
- Understanding of the impact of trauma and working in a psychologically informed way.
- The ability to respond in a calm and composed manner.
- The ability to work on own initiative, as well as part of a team
- Good literacy and numeracy skills.
- Ability to work shifts.
- A positive approach to tackling project wide issues and responding positively to residents.
- Experience of managing challenging behaviour and resolving conflict.

We'd also need you to:

- 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: £22,405

Contract type: Permanent

Working Week: 35 hour per week - 5 shifts per week Monday – Sunday

Shift times include – 08.00-15.30, 10.00-17.30 & 14.30-22.00

Rolling Rota covers 365 days of the year including bank holidays and weekends.

Location: Ty Catwg Supported Accommodation, Barry, Vale of Glamorgan

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. (This benefit allows you to claim back money on some health and wellbeing costs, as well as access to a range of virtual services.)
- ▶ 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 covering letter detailing how you would be a good candidate for this post and how you fulfil the person specification to - peopleservices.mailbox@taffhousing.co.uk

Please complete this **Equal Opportunities Form** and return along with your CV and covering letter

Closing date: Friday 1st December 2023 at 9am

Interview date: Monday 11th December 2023