



# Care & Repair North East Wales Recruitment Pack

Website: <https://careandrepair.org.uk/agencies/care-repair-north-east-wales/>  
and <https://pfy.org.uk/>

*Registered Office – Place For You, Rowleys Drive, Shotton, Flintshire, CH5 1PY*

*Care and Repair (North East Wales) Limited is a charitable Community Benefit Society registered under the Co-Operative and Community Benefit Societies Act 2014 (29904R)*

## Welcome

Thank you for considering a role with Care and Repair North East Wales. We are delighted to be advertising this position and are eager to welcome a talented, enthusiastic person into our team.

This booklet aims to provide you with some information on who we are as an organisation, the work we do, and to offer some advice to help you through the recruitment process.

If you would like to informally discuss the advertised role or you need an accessible version of the pack, including a Welsh version, please email Jo Nicol on [jo.nicol@careandrepairnew.co.uk](mailto:jo.nicol@careandrepairnew.co.uk) or call 01352 758700 ext 2022.

## Who We Are

Care and Repair North East Wales is a non-profit organisation dedicated to enhancing the quality of life for older, disabled, or vulnerable people in Flintshire and Wrexham. Our organisation has been serving the community for over 25 years, providing essential support and assistance to help individuals regain or maintain their independence and live comfortably and safely in their own homes.

We are proud to be part of the wider Care & Repair Cymru group which was founded in 1979 to combat the problem of older homeowners living in housing that was unfit for human habitation and lacked basic amenities. We are one of 13 agencies working together to serve the whole of Wales.

We are a person-centred organisation, meaning that our clients' needs and wishes are at the heart of everything we do. We work to give people freedom and independence and this starts by recognising their individuality and the right to know and decide what is best for themselves.

## What We Do

Our primary focus is on ensuring that elderly and disabled individuals can continue to live independently and safely in their homes. Our team of skilled professionals and compassionate staff work closely with clients and partner agencies to provide personalised solutions to meet the specific needs.

Casework service carry out home visits by a committed team of staff that provide advice on housing repair solutions, home maintenance, security, heating, energy efficiency and possible sources of funding

Technical Team is available on all aspects of building works including the selection of suitable builders, effective tendering and monitoring the works on site. The agency maintains a register of reliable contractors and consultants.

**Hospital to a Healthier Home** service is a collaboration between Care and Repair and Betsi Cadwaladr University Health Board to identify older patients who have housing problems that may delay their return home. Care & Repair teams then work with patients and their families to carry out home improvements needed to enable quick and safe discharge. The service improves patient flow and reduces re-admissions.

**Managing Better service** is a home visiting service offering advice and practical help for people over the age of 50 who have sight or hearing loss, are living with dementia or who have survived a stroke. Our specialist team will carry out an assessment of the risk of falls, advice and help to live independently and safely, access useful services, and advise on technology to increase independence.

**Older not Colder service** is part of a Wales wide partnership that helps people in our area keep their homes warm and reduce their energy bills.

**Adaptations Team** provide a range of services including home repairs and adaptations, and improvements to address issues such as safety hazards, mobility challenges, and energy efficiency.

**Wellbeing Support** service which provides assistance for up to 6 weeks following hospital discharge.

**Hoarding Support Service** is a new project which will provide intensive support for people with hoarding behaviours.

**Place for You** is the name we give to the community work we do. Our committed independent management board and dedicated team, are working to improve the area to provide a safe and biodiverse environment for the local community to connect, play sport, relax and enjoy enhancing their well-being.

## Our Vision, Values, and Mission

**Vision:** A Wales where all older people can live independently in warm, safe, and accessible homes.

### **Values:**

#### **Caring**

We care about people and our environment.

#### **Accountable**

We develop tailor made solutions which embrace quality and innovation.

#### **Respectful**

We are inclusive, and draw strength from different voices, perspectives and experiences

#### **Exceptional customer Experience**

People at the heart of everything we do.

**Mission:** We provide leadership, expertise, innovation, advocacy, resources, and evidence to support investment that ensures all older people in Wales can live independently in warm, safe, accessible homes.

## The Benefits of Working for Us

When you become a part of Care and Repair North East Wales, you join a dedicated team of professionals committed to making a positive impact on the lives of others. We offer an inclusive and supportive work environment that values collaboration, creativity, and personal development. As an employee, you can expect:

- **Meaningful work:** Every day, you will be contributing to improving the lives of elderly, disabled, and vulnerable people and making a significant contribution to the betterment of their lives and reducing the pressure on our public services.
- **Professional Growth:** We encourage and support the continuous development of our employees, providing training and opportunities to enhance your skills and expertise.
- **Work-Life Balance:** We understand the importance of maintaining a healthy work-life balance and strive to offer flexible working arrangements.
- **Positive Workplace Culture:** Our organisation promotes a positive and inclusive workplace culture where diversity and individual contributions are celebrated.

## **We offer**

- 25 days annual holiday, plus 1 extra day every year up to a maximum 30 days + Bank Holidays if full time otherwise pro rata + a discretionary additional day on your birthday
- Contributory Company Pension Scheme
- Flexible working
- Discretionary Employee Assistance Scheme
- Free parking at our offices

## **Diversity and Equality Statement**

At Care and Repair North East Wales, we are committed to promoting diversity, equality, and inclusion at all levels of our organisation. We celebrate the unique perspective that each person has formed from their personal background and experiences. We are dedicated to fostering a workplace that is free from discrimination and each individual feels respected.

We welcome applications from all people who meet the requirements for the role regardless of age, gender, ethnicity, sexuality, or disability.

## **Data Privacy**

We take data privacy seriously and are committed to protecting the personal information of our employees, clients, and applicants. During the recruitment process, we may collect and process personal information provided by candidates, such as names, contact details, employment history, qualifications, and other relevant details. This information is collected solely for the purpose of assessing candidates' suitability for employment with Care and Repair North East Wales.

All personal data collected during the recruitment process is stored securely and treated with strict confidentiality. Personal data collected during the recruitment process will not be shared with third parties.

Thank you for your interest in our organisation. We hope this pack has provided you with insight into Care and Repair North East Wales and the opportunities we offer. If you share our passion for making a positive impact on the lives of others, we encourage you to apply and look forward to hearing from you.

### **To apply for this role:**

Please send an up-to-date copy of your CV and a supporting statement of no more than 2 sides of A4 including:

- Introduction
- Why you are applying for the job role
- Using the job specification, how you meet the criteria for the role.

NB: Please note if you do not provide a personal statement your application cannot be considered.

Applications should be addressed to Jo Nicol at [jo.nicol@careandrepairnew.co.uk](mailto:jo.nicol@careandrepairnew.co.uk)

Closing date Monday 17 February 2025 at 12 noon.

## Job specification

**Job title:** Caseworker

**Office base is:** Shotton, Flintshire but will be required to work across Flintshire and Wrexham counties

**Salary:** £28,344

**Contract Type:** Permanent

**Hours:** 37 hours a week worked primarily across Agency office hours

**Reporting to:** Service Manager – Advice and Support

### **Job Purpose:**

The purpose of this role:

- To provide a high-quality advice and casework service to our clients in line with the standards set out in the Advice Quality Standard.
- To provide advice to people wishing to carry out improvements, repairs and adaptations to their properties.
- Enable people to remain independent in their own homes where appropriate

All staff are expected to:

Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.

Care and Repair is committed to complying with Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioners office (regulating data protection compliance in the UK). It is your responsibility to ensure the work you undertake is compliant with the GDPR.

### **In this job your responsibilities will be**

You will be responsible for a caseload of clients undertaking duties such as:

- Provide a point of contact for responding to clients or professionals calling the office.
- Participate in a rota to cover incoming calls
- To visit people in their homes to discuss their housing needs and advise them of the various ways of meeting those needs.
- Carry out a home visit, complete a Healthy Homes check, assess the condition of the home, assess the risk of falls, and any factors affecting the safety, warmth and security of the property.

- To advise clients of the financial and practical help available, including welfare benefits, grants, loans etc to help them obtain the help that they are entitled to and to assist them in submitting such applications.
- To maintain regular contact with clients at each stage of their involvement with the Agency, ensuring adequate advice and support at each and every stage.
- To assist with technical advice for home owners in liaison with the Agency's Technical Officer.
- If appropriate, visit clients in hospital to identify any issues affecting their independent living and their ability to return home if medically fit.
- Working with the Managing Better Caseworker to help those who are affected by sight loss, hearing loss, stroke and dementia to maintain their independence.
- Liaise with practical services/ adaptations team to undertake relevant repairs and adaptations
- Advise clients of the financial help available, including grants, welfare benefits, equity release, loans and help them obtain the aid to which they are entitled
- Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances
- Establish a good working relationship with relevant local authority departments, health services, housing and voluntary groups who are in contact with the client group.
- Provide information to the Service Manager and other bodies responsible for monitoring the projects performance.
- Ensure that good records are kept in all cases, updating computerised records as necessary and maintaining case notes and progress forms
- Participate in staff meetings and training courses as required.
- Work effectively with local statutory and voluntary organisations and colleagues within the team to progress each case
- Ensuring all casework meets the standards required by us and is in line with the Advice Quality Standard
- Produce case studies which demonstrate the impact of our work

### **General**

- To be aware of and committed to the promotion of the agency's values, mission and diversity statements in both employment and service delivery
- Promote and maintain a customer focus



- Contribute to the Agency overall strategic business plan
- To work within the agency's guidelines and procedures
- Support the smooth running of the office, including managing visitors in the building and answering client queries
- To undertake any other duties requested by the Line manager, which are consistent with the overall purpose of the role.
- To contribute to the achievement of the Agency's objective in improving overall service to customers by participating in working groups and project teams
- Adhere to the agency's Equality and Diversity policy and procedures within own work and to generally support and promote the Associations Equal Opportunities Policy
- To adhere to Health and Safety legislation and the Agency policies and procedures in relation to Health and Safety

## In this job you will need

- To want to work in a values led organisation and recognise yourself in the agency's core values.
- Experience in casework, housing, support work, community work, or a related field
- Assessment skills, perhaps gained from professional training or experience, obtaining relevant information and able to prioritise problems, follow up on queries by verifying information, evaluating the information and drawing some conclusions to inform an action plan, and design solutions around peoples wishes.
- The ability to build trust with clients, skilfully and respectfully make every visit count so that each client feels seen and heard
- Problem solving skills – having a flexible approach to finding solutions that maximise independence and choice. You look for solutions which keep the processes moving because your priority is to ensure our clients receive a high-quality service.
- The ability to combine your knowledge and expertise with a person-centred mindset.
- You have a 'can do' approach, remaining focused and calm under pressure.
- Respect their wishes, and work at their pace, mitigating any risks you have identified.
- To deliver targeted information, signposting and support to those individuals identified with sensory loss, dementia and stroke (and their families and friends), to ensure they are aware of the services, information, advice and support available to them to enable them to live independently
- Skill in organizing resources and establishing priorities:
  - Time and workload management skills – being able to plan ahead and manage multiple and competing priorities.
- Clerical, word processing, and office skills: intermediate level competence in using case management systems, Outlook and Microsoft applications, particularly excel.
- A focus on outcomes, not outputs, balanced with a conscientious approach to record keeping and providing case studies/ stories of change for our clients

## Desirable

- Ideally a familiarity with a quality framework, or transferable skills developed through learning on modular programmes which require a portfolio of evidence to meet requirements.
- The ability to identify older frail patients with age-related challenges, complex health issues and related sensory loss that threaten their independence at home
- Knowledge of the social care and health sectors
- Up to date knowledge of welfare benefits
- An understanding of the needs of older people
- Knowledge of complex health and cognitive disorders, e.g. dementia and stroke
- An understanding of housing issues, particularly disrepair

- Trusted Assessor status, or the willingness to achieve it
- A qualification in energy awareness (e.g. City and Guilds level 3) or experience of domestic energy advice
- An ability to drive and have the use of a vehicle, or a plan for how you will travel across the geographical area of Flintshire and Wrexham on a daily basis.

## How to Apply:

Please send an up-to-date copy of your CV and a supporting statement of no more than 2 sides of A4 including:

- Introduction
- Why you are applying for the job role
- Using the job specification, how you meet the criteria for the role.

NB: Please note if you do not provide a personal statement your application cannot be considered.

Applications should be addressed to Jo Nicol on [jo.nicol@careandrepairnew.co.uk](mailto:jo.nicol@careandrepairnew.co.uk)

Closing date Monday 17 February 2025 at 12 noon.