

Care & Repair

North East Wales Recruitment Pack

*Website:* [*https://careandrepair.org.uk/agencies/care-repair-north-east-wales/*](https://careandrepair.org.uk/agencies/care-repair-north-east-wales/) *and* [*https://pfy.org.uk/*](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 group.

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 [emma.edwards@careandrepairnew.co.uk](mailto:emma.edwards@careandrepairnew.co.uk) or call 01352 758700.

# 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 vulnerable 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.

**Core 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 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.

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

# Our Vision, Values, and Mission

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

**Values:**

**Caring**

We listen to what people want, and do what matters to them.

## Accountable

We focus on solutions and make things happen.

## Respectful

We draw strength from each other and our different perspective and experiences.

## Excellence

Empowering our people to delight our customers.

**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**

### 37 hours per week

* 25 days annual holiday, plus 1 extra day every year up to a maximum 30 days + Bank Holidays + 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 cover letter including:

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

Applications should be addressed to Emma Edwards, Client Services Manager at [Emma.Edwards@careandrepairnew.co.uk](mailto:Emma.Edwards@careandrepairnew.co.uk). Closing date stated in advert.

# JOB SPECIFICATION

**Job title:** Hospital to a Healthier Home Caseworker

**Office base**: Shotton, Flintshire

**Salary:** £27,000 PA

**Hours:** 37 hours a week worked primarily across Agency office hours. **Reporting to:** Operations Manager

# PURPOSE OF THIS ROLE

The role holder is responsible for providing a dedicated service to support a safe and timely hospital discharge with proactive solutions

This is a responsive service requiring someone who is able to juggle multiple priorities and keep them moving to enable people to get people home.

The purpose of the post is to work proactively with clients primarily but not exclusively older people, in both hospital and community settings, to improve their ability to live as independently as possible, for as long as possible, in their homes. This will be achieved by working within the existing local processes and pathways for health and social care, thereby identifying older people in priority need and providing individual clients with a coherent person-centered approach in which their specific needs are seamlessly considered, recognised, and responded to. The principal focus of the service is to provide bespoke home improvements and adaptations that support independence, however there are further outcome requirements related to prudent healthcare, new technology and access to services. Key to the approach is identifying with Health & Social Care partners those in critical need; ensuring effective service access to beneficiaries and tailoring interventions to the specific need.

To ensure a seamless service for clients being discharged from hospital or prevention of admission to hospital.

**Key accountabilities and responsibilities**

* To be the face and direct contact of the Hospital to a Healthier Home Service.
* To work when required within the local Hospitals.
* To work with the hospital teams, assisting with patients housing needs and solutions to meet those needs to enable discharge by the planned discharge date.
* Provide a point of contact for responding to clients or professionals calling the office in relation to urgent hospital works.
* Visiting clients on the wards to ensure we provide advice and personalised support to the client to identify their needs and discuss personalised options to repair or adapt their home.
* Proactively identify older frail patients with age-related challenges, complex health issues and related sensory loss, dementia or post-stroke trauma, that threaten their independence at home.
* Promote, provide awareness and develop referral protocols for potential clients with NHS, Social Care and Third Sector teams and establish a good working relationship within the relevant local authority departments, health services, housing and voluntary groups who are in contact with the client group.
* Work with the assessment and discharge planning processes within local clinical settings to assist in identification in a structured way, embedding a housing-related community service in the patient pathway.
* Provide a Healthy home visit assessment that is person-centred and needs-led, identifying housing, environmental and personal risks to independent living that clients face including assessing the risk of falls, and any factors affecting the safety, warmth and security of the property.
* Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances.
* 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.
* Undertake brief interventions with people at high risk of losing their independence; this may include problem-solving with individual clients, supporting them to resolve issues relating to their sensory loss/dementia/stroke, living circumstance and independence, particularly at times of transition, such as hospital admission, diagnosis or discharge.
* Use Person-Centred approaches to plan, implement, monitor and review the support you provide.
* Work in a fully integrated way with other members of the local health and social care teams, to ensure people receive a seamless high-quality support, in which their living circumstance are considered as an integral part of their packages of care and support.
* Liaise with practical services/adaptations team or contractors to undertake relevant repairs and adaptations.
* Refer to specialist support such as the Managing better Caseworker to demonstrate assistive equipment to people which would enable them to live more independently and provide information and support services for clients that want to access new technology to support independent living.
* Have a basic knowledge of complex health and cognitive disorders, e.g. dementia, how the home environment might be improved to maximise opportunities for wellbeing and independence and how sensory loss impacts on these conditions.
* Ensuring the service runs in line with contractual and service level agreements.
* Provide information to the Operations Manager and other bodies monitoring the projects performance.
* Keep up to date with developments in relevant fields of work and research.
* Ensure that good records are kept in all cases, updating computerized records as necessary and maintaining case notes and progress forms.
* Contribute to the development of good casework practice throughout the agency, ensuring all casework meets the standards required by us and is in line with the Advice Quality Standard and the agency business plan.
* Contribute to performance and monitoring reports to the standard and within the timescales required by the agency manager.
* To develop a creative and collaborative relationship with the Technical and Adaptations team to ensure that we can deliver on our objective of always having clients at the heart of everything we do.
* You will be responsible for gathering and collating satisfaction surveys and providing management information on the levels of client satisfaction with the service.
* Ensuring that a suite of comprehensive activity-based risk management plans are up to date, relevant and communicated to the team.
* Produce case studies which demonstrate the impact of our work.
* To foster an excellent relationship with clients, contractors, Health and Social Services Partners and all staff and other agencies.

**GENERAL DUTIES:**

* Attend regular staff meetings and conferences.
* Undertake other reasonable duties, commensurate with this post, as may be required.
* To be aware of and committed to the promotion of the agency’s values, mission and diversity statements in both employment and service delivery.
* Provide information according to the Welsh language policy.
* 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.
* 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**

* Understanding of hospital pressures and experience with working hospital with discharge teams.
* Experience of leading and promoting delivery of a project with the ability to be front facing within a hospital environment.
* Significant experience in casework, support work, community work or a related field
* The ability to combine your knowledge and expertise with a person-centred mindset.
* Assessment skills, perhaps gained from professional training or experience.
* Problem solving skills - having a flexible approach to finding solutions that maximise independence and choice.
* You want to work in a value led organisation and recognise yourself in the agency’s core values.
* You have a ‘can do’ approach, remaining focused and calm under pressure. You look for solutions which keep the processes moving because your priority is to ensure our clients receive a high-quality service.
* Excellent listening skills in order to be able to design solutions around peoples’ wishes.
* 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.
* Strong interpersonal and communication skills and the ability to work effectively with a wide range of people in a diverse community.
* Work co-operatively and enable other members of the team to work to the best of their ability.
* Knowledge of the Welsh Government 6 goals to Urgent and Emergency Care
* Knowledge of the Social Services and Well-being (Wales) Act 2014 and The Well-being and Future Generations Act (Wales) 2015

**DESIRABLE:**

* Up to date knowledge of welfare benefits.
* An understanding of the needs of older people.
* An understanding of housing issues.
* 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.

Once again, thank you for your interest in working with us. We look forward to hearing from you.