

Care & Repair

North East Wales Recruitment Pack

# 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 Organisation.

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 Amanda.lonsdale@careandrepairnew.co.uk.

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

**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 of our clients.

Our Core Casework service carry out home visits by a committed team of staff that provides advice on housing repair solutions, home maintenance, security, heating, energy efficiency and possible sources of funding for completing the work.

Our Hospital to a Healthier Home service is a collaboration between Care and Repair and Betsi Cadwaladr University Health Board. It is a free home visiting service for people over the age of 50 who are returning home from hospital. In addition to a Healthy Home check we also provide essential adaptations such as handrails, ramps key safes, and moving furniture to facilitate prompt discharge from hospital once people are medically fit.

Our Managing Better service is a free 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.

Our 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**

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

**Our 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.

**Our 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.

**Our Movement:** We partner with 12 other agencies to form Care & Repair Cymru, supporting people from every corner of Wales. We deliver services to the people of Flintshire and Wrexham and surrounding areas in North East Wales to support independent living and ensuring that homes are fit for people to live in them.

**Our Strategy**

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| **Vision**  Healthy homes, healthy people, healthy communities | **Purpose**   * Housing - A housing Hub: a centre of excellence for adaptations and repairs so that people can stay at home longer * People - The Health and Wellbeing Quarter of Shotton: health inequalities are reduced and demand on health and social care is reduced * Place – Developing our green spaces so that our communities thrive and future generations feel connected |
| **Ambitions for 2025** | **How will we achieve this?** |
| **Healthy Homes (Adaptations):**  To raise the quality and condition of housing, enabling people to remain independent in their own homes in safety, comfort, warmth and security, and to be connected to friends with purpose:   * Become a Housing Hub * To be recognised as making a valuable contribution towards Housing and Health and wellbeing agendas * To be the provider of choice representing the homeowner * Reduce our environmental impact/ Footprint * A centre of excellence for adaptations | **Healthy Homes (Adaptations):**   * Build relationships with strategic partners with a view to representation (a voice) at the Regional Partnership and Public Service Boards * Lobbying to become an equal partner with social housing, specializing in helping owner occupiers * Developing expertise in tailored solutions which reduce the impact of carbonisation * Supporting people to access the help they need to make their homes healthy and safe. * Be connected: Digital inclusion |
| **Healthy People (Care and Repair):**  People live healthy independent lives and have choice and control on what matters to them by:   * To improve the health and wellbeing of the people in our communities * Reduce health inequalities especially those related to poverty, loneliness and isolation which affect their health outcomes * Helping people live purposeful lives and feel they belong to their community | **Healthy People (Care and Repair):**   * Build relationships within health and social care structures to achieve recognition that Care and Repair is a significant player in reducing demand on health and social care services. * Build tailored solutions for people based on what matters to them. * Expand our service offer to include partnerships with organisations providing specialist health and social care services, or early intervention support services, such as social prescribing and community connection. |
| **Healthy Communities (Place for You):**  A thriving community resource which:   * Becomes the Health and Wellbeing Quarter of Shotton * Connects people to the green spaces * Being inclusive - We work with people, not labels * Values the assets in our communities * Brings people together * Identifies unmet need and develops collaborative solutions   **Healthy business:**  Financial, internal processes, organisational capacity, customers:   * Increases our unrestricted income via Social Enterprise activities * A centre of excellence * A provider of choice * Well trained, well supported workforce | **Healthy Communities (Place for You):**   * Upgrading the green spaces, infrastructure and facilities on the site eg Active Leisure Hub * Active Travel facilities connecting the town centre, station and coastal paths * Offer activities and events for all * Develop partnerships which provide access to services * Providing opportunities for meaningful engagement (e.g. a volunteering offer) and supports our local Veterans to integrate into civilian life and fulfil their ambitions   **Healthy Business**   * Achieve accreditations for quality * Become a Living Wage employer * Growth of our Social enterprise business and services we offer. * Living our Values |

**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.

**For this role we offer:**

* + - **Salary £23,088 pa pro rata**
    - **20 hours per week or full time if preferred**
    - **Full time is 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. Pro rata for part time**
    - **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.

**To apply for this role:**

Please send an up-to-date copy of your CV **and** a supporting statement of up to 400 words setting out how you meet the criteria for the role, and why you want the job. **Please note if you do not provide a separate supporting statement your application cannot be considered.**

Applications should be addressed to Amanda Lonsdale, Operations Manager at [amanda.lonsdale@careandrepairnew.co.uk](mailto:amanda.lonsdale@careandrepairnew.co.uk) by 12 noon on Friday 9th August 2024.

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)

**Job title: Community Wellbeing Support Worker**

Office base: Shotton, Flintshire

Salary: £23,088 pa pro rata

Hours: Parttime – up to 20 hours - hours worked primarily across agency office hours but some evening work may be required.

Reporting to: Flintshire Wellbeing Service Project Lead

We are seeking a dedicated and compassionate **Community Wellbeing Support Worker** to join our Flintshire Wellbeing service. **This role does not provide direct basic care but is focused on motivating and supporting individuals to identify their own goals as well as developing self-management strategies to improve their health and wellbeing and maintain their independence.** This role will ensure that guided conversations are led by the individual and that they are at the center of everything we do.

This is a new service commissioned by Flintshire County Council on behalf of health and social care partners through the Welsh Government Regional Integration Fund. The service has been commissioned to fill a gap identified within existing service provision.

**If you have an empathetic and compassionate nature with a genuine desire to help others improve their health and wellbeing, this role could be for you.** The successful candidate will play a vital role in helping individuals improve their overall well-being and make positive lifestyle changes following a recent hospital admission.

The Flintshire Wellbeing service aims to support individuals for a period of up to 6 weeks following hospital discharge. We work collaboratively with individuals to help them identify their strengths, overcome limiting beliefs, and develop practical strategies for achieving their goals at home and within their community.

A key element of this role will be to work with the individual and co-design a personalised action plan. From this information, meaningful functional goals and outcomes are developed with the individual, to promote wellbeing, autonomy, independence, and choice. This approach aims to ‘enable people to be and to do what they have reason to value’.

**Key Responsibilities**

Meeting individuals on a one-to-one basis (both face to face and via telephone) to discuss their needs and the possible ways of meeting those needs, including identifying other areas of help available.

Work with individuals to co-produce a simple personalised support plan, using motivational interviewing, based on their priorities, interests, values and motivations. The plan will include what they can expect from the groups/activities/services they can connect to, as well as self-help advice.

To use supportive and motivational approaches to help the individual to identify and achieve their goals and build confidence, ensuring the delivery of a quality service.

Develop trusting relationships with individuals, giving them time to focus on their assets and ‘what matters to them’ and providing them with personalised help to take control of their health and wellbeing, live independently and better understand the impacts of their lifestyle choices.

Provide ongoing support and motivation to clients as they work towards their goals.

Maintain accurate records of client progress and maintain confidentiality of personal information.

Work sensitively with individuals to capture key information, enabling tracking of the impact of the service on their health and wellbeing.

**Skills and experience**

Excellent communication skills, both written and verbal

Demonstrate a flexible approach with the skills and knowledge to offer suggestions to help people meet their goals.

Good planning skills – you must demonstrate the knowledge and resources to help people set goals, and to help them develop a plan to achieve those goals. At times you may have to respectfully challenge the goals or plans, however, the purpose of this role is to support people to feel independent, connected and well.

Work sensitively with individuals to capture key information, enabling tracking of the impact of the service on their health and wellbeing.

Good diary and time management skills, and the ability to juggle competing priorities.

Personable and friendly, you value your colleagues and work well within a team.

Skilled in organizing resources and establishing priorities:

Time and workload management skills – being able to plan ahead and manage multiple and competing priorities.

A good standard of literacy and ability to record case notes.