

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 [anita.birchall@careandrepairnew.co.uk](mailto:anita.birchall@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 and 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 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 celebrated.

**We offer**

* 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 if full time otherwise pro rata

### 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.

Please note if you do not provide a cover letter/ personal statement your application cannot be considered.

Applications should be addressed to Anita Birchall, Strategic Lead for Quality and Impact on [anita.birchall@careandrepairnew.co.uk](mailto:anita.birchall@careandrepairnew.co.uk) Closing date 27 January 2025 at 12 noon.

# Job specification

**Job title:** Hoarding Support Worker

**Office base**: Shotton, Flintshire

**Salary:** £30,000 pa

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

**Reporting to:** Strategic Lead for Quality and Impact

We are delighted to have received local funding from Flintshire County Council for an exciting new pilot programme which is based on individuals receiving personalised support to understand and address the reasons behind their hoarding behaviour.

This pilot project is an early intervention approach providing activity which stabilises their housing situation and prevents people from becoming homeless:

* It will provide early intervention for people as a problem starts to develop or recur.
* It can also provide secondary or tertiary prevention in managing and mitigating the impact of an underlying mental health issue and prevent them from becoming homeless.

It will support people with underlying mental health issues associated with hoarding behaviour, providing person centred, trauma informed support to ensure that their housing situation does not adversely impact their ability to engage with, and benefit from, clinical services.

# The purpose of this role:

The overall purpose of the role is to prevent homelessness by helping people achieve a safe living environment and improving their wellbeing. We will work with people who recognise that they are exhibiting hoarding behaviours, and who either want to make changes themselves or are subject to enforced change.

# In this job your responsibilities will be:

The support worker will work with the client, and relevant partner agencies, in an intensive and responsive way to find solutions to improve the safety and condition of their property and reduce the risk of homelessness.

The support worker will work with clients towards setting manageable milestones at their pace, and keeping them in control of decisions that affect them.

* Carry out assessments for home safety checks and decluttering support packages using agreed frameworks and make recommendations for action.
* Support clients to identify personal goals and set action plans and monitor progress towards achieving these.
* Use motivational interviewing techniques to engage clients and help them achieve long-lasting change.
* Provide practical support to declutter and remove items from the property, disposing of them in an appropriate way agreed with the client.
* Provide practical support to eliminate basic trip hazards and refer to other team members for specialist tasks.
* Coordinate caseloads, make appointments and undertake basic administration associated with the case such as maintaining accurate records.
* Liaise with referrers, key contacts and the client’s relatives and support networks to exchange and share information, make progress towards goals, and work collaboratively towards a common purpose in support of the individual.
* Make onward referrals for statutory services (e.g., occupational therapy, social care assessments) where necessary.
* Undertake informal advocacy on behalf of the client if required to access services and support.
* Ensure any safeguarding concerns are appropriately reported and followed up in accordance with the safeguarding policy.
* Undertake risk assessments and observe the requirements of relevant policies such as health and safety and lone working.
* Provide signposting information about, and if appropriate, make referrals to other services and activities that may help the person sustain their behaviour change, address other issues they may be facing, and aid community integration.

# General

* Familiarise yourself with current policies and procedures.
* Support the smooth running of the office, including managing visitors in the building and answering client queries.
* Work closely with colleagues and identifying better ways of working which could improve current processes.
* Liaise effectively with staff, officers and board members to drive positive and friendly professional service to stakeholders.
* 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 team.
* 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**

**Essential**

* Experience of supporting individuals with hoarding or other mental health disorders in relevant settings including mental health, social care, or housing.
* Understanding of the needs of older people and/or people with hoarding behaviour, and the impact that an unsafe living environment can have on their lives.
* Ability to empathise and build constructive relationships with people who may be confronting a range of emotional, practical, and mental health issues.
* Willingness and capability to provide practical support with decluttering and reorganising living spaces.
* An ability and willingness to follow and develop agreed organisational procedures while keeping the person at the centre of the interventions.
* A collaborative, person-centered and non-judgmental approach that focuses on people’s needs and the outcomes they want to achieve.
* Understanding of the importance of record-keeping and data protection requirements, and the ability to maintain accurate and up-to-date case records.
* Ability to liaise with involved parties including statutory services to ensure referrals receive an appropriate response.
* Understanding of the systemic racism and discrimination faced by people from diverse communities who may experience barriers to accessing services and achieving their goals.

**Desirable**

* Familiarity with Housing First principles
* Training or experience in using motivational interviewing techniques.
* Experience of delivering services for or in partnership with statutory and/or voluntary organisations.
* A full, clean driving license
* It is desirable that applicants have Welsh Language skills, however a formal qualification is not required.
* Good organisational and prioritisation skills.
* Ability to collate statistical information and to use information technology & office equipment to generate reports.
* 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 delivers results and keeps the client at the heart of everything we do because your priority is to ensure our clients receive a high quality service.

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