



# 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 [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 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.

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 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 + 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 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 Anita Birchall, Strategic Lead for Quality and Impact on [anita.birchall@careandrepairnew.co.uk](mailto:anita.birchall@careandrepairnew.co.uk) Closing date Monday 10 February 2025 at 12 noon.

Initial interviews will be held online on 19 February; 2<sup>nd</sup> stage face to face interviews will be held on 27 February at our offices.

## Job specification

**Job title:** Service Manager – Advice and Support

**Office base is:** Shotton, Flintshire

**Salary:** £35,000 (currently under review)

**Contract Type:** Permanent

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

**Reporting to:** Chief Officer

### **Job Purpose:**

We are seeking a dynamic Operational Manager to manage the delivery of high-quality advice, guidance, casework, and support services. The successful candidate will be responsible for ensuring that clients receive tailored, person-centred support to help them live independently and safely in their own homes. This role requires a proactive person to drive service delivery, staff management, and continuous improvement to meet evolving needs.

### **Key Responsibilities:**

- **Service Delivery Management:**  
Responsible for the day-to-day operations of the advice, guidance and support of the agency casework and specialised support services, ensuring that high-quality support is provided, enabling people to live independently in their homes.
- **Staff Management:**  
Manage and motivate a team of caseworkers and support staff. Provide supervision, mentoring, and professional development opportunities to ensure a skilled and motivated workforce.
- **Client Care and Case Management:**  
Ensure the provision of comprehensive casework and support service, assessing the needs of individuals, creating action and support plans, and reviewing ongoing cases to ensure appropriate and timely interventions. Monitor the outcomes for clients and make adjustments as necessary to ensure the most effective care and support is delivered.
- **Quality Assurance and Compliance:**  
Work with the Strategic Lead to develop and maintain effective quality assurance systems, ensuring all advice and casework is compliant with relevant regulations, best practices, and organizational policies. Ensure that services are delivered in line with legal and contractual obligations, safeguarding principles, and ethical standards.

- **Collaboration and Stakeholder Engagement:**  
Build strong working relationships with external agencies, healthcare providers, social services, and community organizations to ensure a coordinated approach to supporting clients. Engage with families and caregivers to ensure a holistic support model.
- **Continuous Improvement:**  
Drive initiatives aimed at continuously improving the quality and efficiency of services. Implement feedback mechanisms, conduct regular audits, and respond to emerging needs and trends within the demographic served.
- **Budget and Resource Management:**  
Manage resources effectively, ensuring services are delivered within budgetary constraints while maintaining high standards. Oversee case allocation and workload management to ensure efficient use of resources.
- **Risk Management:**  
Identify and assess risks related to the care and wellbeing of clients, implementing strategies to mitigate these risks. Ensure that safeguarding procedures are followed, reporting and addressing any concerns in a timely manner.
- **Reporting and Documentation:**  
Maintain accurate records of service delivery, case outcomes, and performance data. Provide regular reports on service performance, client satisfaction, and resource utilization to senior management.

## Skills and Qualifications:

### Essential:

- Significant experience in social care, casework, housing, health, or a related field, ideally working with older or vulnerable adults.
- Demonstrable people management skills, with the ability to motivate, inspire, and develop staff.
- Developed understanding of safeguarding, health and social care legislation, and best practice.
- Excellent communication and interpersonal skills, with the ability to build relationships with a wide range of stakeholders.
- Strong problem-solving abilities and the capacity to manage complex situations.
- Good organisational skills, with an ability to prioritize workload, and meet contractual and budgetary requirements within deadlines.



- Strong IT skills, including proficiency in case management systems and Microsoft Office Suite.
- Ability to analyse data, produce reports for internal and external audiences, and provide clear plans for corrective action.
- Familiarity with service delivery, quality assurance, and contract monitoring.
- Working knowledge of principles and responsibilities under GDPR.

**Desirable:**

- A relevant professional qualification in social work, health and social care, or a related field (e.g. Level 5 Diploma in Leadership for Health and Social Care).
- Experience in budget management and resource allocation.
- Understanding of local government services and community resources.
- Welsh speaking
- A full driving licence and use of a vehicle

**Personal Attributes:**

- Empathetic and compassionate, with a genuine commitment to supporting people to live independent, fulfilling lives.
- A proactive, solutions-focused leader who can drive change and improvement in services.
- Collaborative team player with the ability to work with diverse groups, including colleagues, service users, families, and external agencies.
- Strong organizational skills, with a keen attention to detail and a commitment to service excellence.

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