



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@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, safety, 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.

Job specification

Job Title:	Managing Better Caseworker
Salary:	£28,912 pa
Hours of Work:	37 hours
Location:	Shotton, covering Flintshire and Wrexham
Reports to:	Casework Manager

Job Purpose:

Based at Care and Repair North East Wales that will be the employer, the post is responsible for providing a dedicated and specialist casework service for the Managing Better Service. The service is a partnership between Care & Repair, Action on Hearing Loss Cymru and RNIB Cymru, Alzheimer's Society and Stroke Association. Funded through Welsh Government grant funding stream (Sustainable Social Services, Third Sector Grant).

The purpose of the post is to work proactively with frail older people with sensory loss and/or cognitive impairments due to dementia and/or stroke in both hospital and community settings, to improve their ability to live as independently as possible, for as long as possible in their own homes. This will be achieved by working within the existing local processes and pathways for health and social care and identifying older people in priority need, providing individual clients with a coherent person-centred approach in which their specific needs are seamlessly considered, advocated for, recognised, and responded to.

The principal focus of the service is to provide bespoke home improvements that support independence and safety, assess for suitable new technology and access to appropriate services. Key to the approach is identifying with health and social care partners those in critical need, ensuring effective service access for beneficiaries and tailoring individual interventions, working with a wide range of health, housing and social care professionals and accessing various grants and financial support that will address individual client needs.

Key Accountabilities and Responsibilities

- Proactively identify frail older people with age-related challenges, complex health issues and related sensory loss, dementia or post-stroke trauma, that threaten their independence at home.
- Provide a comprehensive Trusted Assessor Service that will ensure that minor adaptations are delivered in a timely and safe manner to avoid waiting times for the client. This will also include assessments for Telecare as appropriate.

- Provide a home visit assessment that is person-centred and needs-led, identifying housing, environmental and personal risks to independent living (including challenges related to sensory loss, dementia and stroke) and brokering solutions to the problems that clients face in maintaining independence and safety.
- Promote, provide awareness and develop referral protocols for potential clients with NHS, Social Care and Third Sector teams.
- Work closely with the Agency's Hospital to Healthy Home Service and with assessment and discharge planning processes within community or Primary Care settings to support people through the transition from hospital to home. This includes Eye Clinic Officers (ECLO's) at Stanley Eye Hospital in Abergele, ECLO's and Audiologists in local hospital settings. Assist in client identification in a structured way, embedding a housing-related community service into the patient pathway.
- 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 support them to live independently.
- Work directly with Action on Hearing Loss Cymru, RNIB Cymru, Alzheimer's Society and Stroke Association to access suitable resources and refer into wider national and community-based support.
- Undertake 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 and/or stroke, living circumstance and independence, particularly at times of transition such as hospital admission, diagnosis or discharge.
- Develop trusting, meaningful communication with people who use this service, enabling them to achieve their own goals for independent living, including BSL, audio, braille, e-mail, video and other user-friendly formats or technologies. 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 and safer living.
- Use Person Centred approaches to plan, implement, monitor and review the support you provide and ensure the delivery of a comprehensive casework service in accordance with Advice Quality Standards. Comply with effective monitoring of data and the progress of cases through the Care & Repair Information System Database (CID).

- Work in a fully integrated way with other members of the local health and social care teams, to ensure people receive seamless high-quality support, in which their living circumstance, dementia, stroke or sensory loss are considered as an integral part of their packages of care and support.
- Proactively seek grant funding through Disabled Facilities Grants, Comfort Safety and Security, charitable funding, RRAP, etc to fund identified works. This will also involve working closely with the relevant bodies throughout the specified application process to ensure funding is accessed on behalf of the client.
- Work closely with officers from within the Agency as appropriate to ensure a comprehensive housing led service to support the needs of people with sensory impairments, dementia and/or stroke (e.g. Technical Officers, in-house Architect, Occupational Therapist, etc).
- Integrate sensory loss, dementia and stroke awareness into the Care & Repair assessment of the client and their home environment, advocating for client needs and facilitating access to statutory services, providing a wider framework of rights-based benefits and outcomes.
- Support colleagues across the health, social care and third sector to develop knowledge relating to sensory loss, dementia and stroke to build an ethos of care in which sensory needs are considered as a matter of course. This will include proactive engagement with colleagues who are ward-based and within discharge and admissions teams or targeted to our service by primary care partnerships to raise awareness and provide resources which embed a sustainable long-term process for supporting with patients' sensory loss, cognitive and reablement needs.
- Have knowledge and experience of supporting people with complex health and cognitive disorders, e.g. dementia and stroke (in a professional or personal capacity). Some understanding of how the home environment might be improved to maximise opportunities for well-being and independence and how sensory loss impacts on these cognitive disorders.
- Recognise and respond appropriately to the following as key risks to independence, home safety, home security, falls prevention, fuel poverty, maximised income, warm homes and technology/digital inclusion.

General Duties:

- Attend regular staff meetings and conferences / events of Care & Repair Cymru, RNIB Cymru, Action on Hearing Loss Cymru, Alzheimer's Society and the Stroke Association.
- Contribute to data capture and evidence-based reports as required.
- Carry out the above tasks in accordance with the organisation's policies and procedures, particularly regarding the Equal Opportunities Policy and the Welsh Language Scheme.
- Ensure compliance with GDPR and the Agency's Safeguarding policies and procedures.
- Support colleagues with answering the office phones in a professional and empathetic manner.
- The post will be self-servicing.
- Undertake other reasonable duties commensurate with this post as required.
- Please note that this list is not exhaustive.

Person Specification

Knowledge/ skill/ experience	Essential	Desirable	How we assess A=Application form I=Interview
Knowledge			
An understanding of the needs of people with sensory loss, either from professional study, experience or personal knowledge/ volunteering activities	✓		A
Have a basic knowledge of complex health and cognitive disorders, e.g. dementia and stroke	✓		A
Person centred and needs led approaches in a related field		✓	I
A social care qualification		✓	A
Knowledge of welfare benefits		✓	I
Experience			
Experience of working with older people or those with a sensory deficit		✓	A
Experience of identifying housing, environmental and personal risks to independent living		✓	I
Recognise and respond appropriately to key risks to independence such as home safety, home security, falls prevention, maximised income, warm homes and technology & digital inclusion	✓		I
Skills			
BSL		✓	A
The ability to 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		✓	A/I
Carry out a home visit assessment that is person-centred and needs-led		✓	I
Undertake brief interventions with people at high risk of losing their independence		✓	I
Excellent communication skills with the ability to adapt style and media to suit the recipient	✓		I

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.

For more information or for an informal discussion about the post, please contact Care & Repair on 01352 758700 and ask for Wendy or Melissa.

Applications should be addressed to Melissa Buckwell at melissa.buckwell@careandrepairnew.co.uk.

Closing date 1st May 2025 at 12 noon.

