



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 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 Amanda.lonsdale@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 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.

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 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 perspectives 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 over 5 days
- 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.

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

Applications should be addressed to Amanda Lonsdale at
Amanda.lonsdale@careandrepairnew.co.uk The deadline is 9th March 2026 at 12 noon.

Job specification

Job title: Hoarding Support Worker
Office base: Shotton, Flintshire
Salary: £30,000 per annum
Hours: 37 hours per week

The purpose of this role:

This role supports a pilot programme funded by Flintshire County Council to provide early intervention, personalised, trauma-informed support to individuals experiencing hoarding behaviours. The aim is to stabilize housing situations, prevent homelessness, and enable engagement with mental health and other support services.

In this job your responsibilities will be:

- Deliver personalised, trauma-informed support to individuals displaying hoarding behaviours.
- Conduct home visits to assess risks, needs, and required interventions.
- Develop client-led support plans focusing on safety, wellbeing, and improved home conditions.
- Provide early intervention to prevent crisis and reduce risk of homelessness.
- Support individuals with underlying mental health difficulties to maintain engagement with clinical services.
- Work collaboratively with housing teams, council services, mental health teams, fire safety, and community agencies.
- Identify risks and develop risk management plans, including safeguarding and fire safety.
- Maintain accurate case notes, monitoring data, and evaluation reports.
- Contribute to ongoing evaluation of the pilot project.

Person Specification

Essential Experience & Knowledge

- Experience supporting vulnerable individuals in housing, social care, community or mental-health settings.
- Understanding of hoarding disorder, self-neglect, or complex needs.
- Knowledge of early intervention models for preventing homelessness.
- Awareness of trauma-informed and person-centered support approaches.
- Understanding of safeguarding and multi-agency working.

Essential Skills

- Ability to build empathetic and trusting relationships.
- Strong assessment and case management skills.
- Demonstrates resilience and the ability to remain calm, composed, and solution-focused when supporting individuals in complex or emotionally challenging situations.
- Excellent communication and interpersonal skills with a non-judgmental approach, ensuring individuals feel respected, understood, and supported regardless of their circumstances.
- Ability to motivate clients and support behaviour change using coaching techniques to empower individuals, build confidence, and support them to identify their own solutions and progress towards their goals.
- Good organisation and time management.
- Ability to maintain accurate case notes and produce reports.

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