

April 2025



Care & Repair Cardiff and the Vale  
Gofal a Thrwslo Caerdydd a'r Fro

# FALLS PREVENTION CASEWORKER

## Job Pack





# CROESO

Thank you for your interest in joining Care & Repair Cardiff and the Vale.

We are a passionate, driven, and dedicated charitable organisation that works tirelessly to ensure older people across Wales have homes that are safe, warm, and fit for their needs.

Every year, we support over 8,000 older people in Cardiff and the Vale of Glamorgan to live more independently in their own homes, preventing unnecessary hospital admissions, reducing pressure on the NHS, and most importantly, transforming lives.

By joining us, you become part of a team that is making a real difference.

Every role at Care & Repair Cardiff and the Vale contributes to a Wales where older people can live independently in homes that meet their needs.

We're looking for talented, compassionate individuals who share our vision and commitment. We welcome enquiries from everyone and value diversity in our workforce.

If you're passionate about social impact and want to make a difference, you've come to the right place.

*Richard Thomas*

Richard Thomas  
Chief Officer

# ABOUT US

Care & Repair Cardiff and the Vale is a charitable organisation (Registered Charity Number 1162083) that exists to support older people in Cardiff and the Vale of Glamorgan to repair, adapt or maintain their homes.

Our charity exists to support older people to live in safe, secure, warm and comfortable homes which suits them and their lives and maximises their independence. We provide a number of services that help older people complete repairs, improvements and adaptations to their homes, through the provision of expert advice, support and practical assistance.

## Our Vision

Our vision is that all older people are able to live in safe, secure, warm and comfortable homes which suits them and their lives and maximises their independence. Our vision defines how we want our organisation to be seen externally by older people, partners and funders. It is what we

constantly strive to attain and it is our reason for being. Our vision fully reflects the purpose for which our charity was set up to further.

## The Care & Repair Movement

Care & Repair in Wales consists of Care & Repair Cymru and 13 Care & Repair Agencies. Covering every corner of Wales, the Care & Repair Agencies deliver our services face-to-face with older people.

## Care & Repair Cymru

Care & Repair Cymru is the national voice of the Care & Repair Movement. Care & Repair Cymru represents and supports Care & Repair Agencies and seek increased investment to improve older people's housing. Care & Repair Cymru champions and articulates the housing needs of older people using evidence and working in partnership with others to influence improved government policy.

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# OUR VALUES

## Compassion

We will provide services that meet the individual needs of older people. We will support and help older people to resolve their problems

## Accountability

We will take our responsibilities seriously and be answerable for our actions. We will be clear about what we can and cannot do. We will provide information and explain what we did and why

## Respect

We will listen to and be respectful of the needs of others. We will ask what people think of our plans

## Excellence

We will strive to provide excellent services for older people. We will be clear about what's important and what we do. We will continuously improve and learn from our successes and our mistakes.

Our values define what we stand for, they are our core rules.





# JOB DESCRIPTION

## Falls Prevention Caseworker

**Salary:** £31,481

**Reports to:** Operational Manager

**Responsible for:** No direct reports.

**Based:** Hybrid working from home / Care & Repair Cardiff and Vale's offices visiting older people across Cardiff and the Vale of Glamorgan.

**Contract:** Permanent

**Hours:** Full Time – 35 hours per week

### Main Purpose

Promote and enable independent living for clients, visiting approximately 400 older people at home each year and assessing for minor adaptations and safety works to prevent falls and maximise safety in the home.

Support the aims and principles of Care & Repair Cardiff and the Vale, ensuring that all clients are offered a high quality and confidential service, appropriate to their needs. Enabling them to remain in their homes in greater comfort and security

### Key Role Accountabilities

- To visit clients in their homes to assess for any risks of slips, trips and falls and make recommendations and arrange for agreed adaptations to be installed to reduce these risks.

- To consider the need for disabled adaptations and refer to Local Authority Disabled Facilities Grant teams or other points of contact as appropriate.
- To effectively plan workload and visits and ensure that these are completed efficiently.
- Ensure that all advice and casework conforms to the Care & Repair Quality Manual, policies and procedures and the Advice Quality Standard.
- To demonstrate a caring and understanding approach to clients' needs and aspirations, communicating sensitively and effectively with clients both verbally and in writing.
- Maximise client satisfaction by promoting innovation, creativity and problem solving.
- To establish and maintain effective working relationships with relevant Local Authority Officers, Social Services staff, Occupational Therapists and others working with clients, liaising with all parties to progress each case effectively.
- To respect client confidentiality, disclosing information only in line with procedures.
- To be aware of service targets in relation to performance and to strive to meet those targets, in co-operation with the Operational Manager and other colleagues.
- To abide by the Care & Repair Group's policy and procedures, working in close co-operation with colleagues, including participating fully in the day to day running of the office.
- Ensure that detailed records are kept and maintained of all cases, particularly on the Care & Repair Group's IT CRG database and using reports from this to ensure work is monitored.
- When required work with line manager to develop new projects, liaising with local partners and monitoring results and providing regular reports on progress for funders.
- Ensure the Care & Repair Group's commitment to best practice is maintained and that users receive a quality service in line with the Advice Quality Standard.

- To foster a culture of problem solving within the services and ensure that a solution focused approach is adopted through taking personal responsibility.
- Provide feedback to the Operations Manager on casework progress and service development matters.
- To actively promote the service wherever required and to assist in the promotion at exhibitions and other publicity events.
- Contribute to reports containing relevant information, and advice on case monitoring for the Care & Repair Group's Board of Trustees.
- The post holder is required to interchange duties and responsibilities with other like posts within the Care & Repair Group.
- To keep up to date with relevant current practices, developments, regulations and legislation, including that of Health and Safety, necessary for the effective performance of the duties of the post, including attending appropriate training as requested by the Operational Manager / Chief Officer.

## **Key Organisational Accountabilities**

### **Organisational**

- Promote public awareness of the work of the Care & Repair Group.
- Ensure that all work is conducted to the highest professional standards and complies with Care & Repair Group Policies and Procedures.
- To be familiar with and work in accordance with the Care & Repair Group's values.
- Prepare for and participate in supervision, appraisals and team reviews.
- Participate in relevant training and opportunities to increase and develop knowledge.

### **Safeguarding**

- Ensure that any safeguarding matters are dealt with in accordance with the Care & Repair Group's Safeguarding Policies and Procedures.

### **Diversity and Equality**

- To undertake all duties in accordance with organisational strategy, legislation and best practice in relation to Diversity and Equality.
- To proactively ensure Care & Repair Group activities are carried out in accordance with organisational strategy, legislation and best practice in terms of Diversity and Equality.

## General Health and Safety

- To work effectively with management and other staff to ensure compliance with all Health and Safety Policies and Procedures and the delivery of objectives.
- To ensure health and safety standards are maintained and complete regular risk assessments in relation to premises and equipment as well as working practices.
- Ensure all accidents and near misses are recorded.
- To work at all times in a safe and efficient manner and be aware of all Health and Safety Policies and Procedures.

## General Duties

- Adopt a flexible approach to fulfilling the job description and person specification which may involve work outside of core hours.
- To be familiar with and work in accordance with all Care & Repair Group Policies and Procedures and legal and regulatory requirements
- To continue to develop knowledge and practice by actively participating in learning opportunities through team meetings, regular supervision, appraisals and appropriate training in line with organisational policy and procedure.
- To maintain clear and up to date records, preparing reports and correspondence as appropriate in accordance with Care & Repair Group Policies and Procedures as required for national, local and / or contractual requirements in respect of service user confidentiality and ensuring compliance with the Data Protection Act 2018 and internal procedures.
- To operate and comply with the provisions of the General Data Protection Regulations 2018.
- Ensure the maintenance of accurate recording systems utilising the Care & Repair Group IT systems and ensuring that database monitoring requirements are met.
- Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
- Work within Care & Repair Group Codes of Practice
- To undertake any other reasonable tasks or duties as required by the trustees, the Chief Officer, your Line Manager, and / or members of the Management Team.

*This job description is indicative of the range of current duties and responsibilities of the post, it is not comprehensive. It is inevitable that the duties will change as the role develops, and it is essential, therefore, that it should be regarded with a degree of flexibility, so that changing needs and circumstances can be met, all changes will be discussed fully.*



*It is the nature of the work that tasks and responsibilities are in many circumstances unpredictable and varied. All employees are therefore expected to work in a flexible way and tasks which are not specifically covered in their job description may have to be undertaken*

## PERSON SPECIFICATION

Criteria	Necessary Requirements
<b>Essential education and qualifications</b>	<ul style="list-style-type: none"> <li>General education to GCSE standard to include English and Maths at C grade or above</li> </ul>
<b>Essential Experience</b>	<ul style="list-style-type: none"> <li>Experience of working in the housing, social care, health or charity sectors.</li> <li>Experience of delivering face to face advice and support</li> </ul>
<b>Essential Knowledge</b>	<ul style="list-style-type: none"> <li>Understanding of housing, health and social care issues relating to older or vulnerable people</li> <li>Aware of the needs of the customer and is proactive to meeting those needs</li> <li>Understanding of and commitment to equal opportunities and diversity and its delivery</li> <li>Knowledge of health and safety issues</li> <li>Knowledge of safeguarding issues</li> </ul>
<b>Essential Skills</b>	<ul style="list-style-type: none"> <li>Ability to liaise effectively with contractors, clients and relevant professionals.</li> <li>IT literate with knowledge of Word, Excel, Outlook and bespoke databases</li> <li>Ability to treat information sensitively and with confidentiality where appropriate</li> <li>Ability to make decisions and provide solutions to problems</li> <li>Ability to make and convey decisions positively, effectively and clearly</li> <li>Excellent written communication skills and the ability to produce effective written reports and information clearly to a diverse audience</li> <li>Excellent spoken communications skills and ability to present clearly to a diverse audience through home visits and talks</li> <li>Supportive team player, interested in contributing to shared goals.</li> </ul>

	<ul style="list-style-type: none"> <li>• Ability to work on own initiative with minimum supervision.</li> <li>• Ability to build positive working relationships with partner organisations and represent agency at external meetings and events</li> <li>• Well organised with excellent time management, and able to work to deadlines.</li> <li>• Understanding of confidentiality</li> <li>• Strong understanding and commitment to equality.</li> </ul>
<b>Other essential</b>	<ul style="list-style-type: none"> <li>• Willingness to learn and undertake training as required</li> <li>• Commitment to the mission statement, values and to the specific charitable objectives and ethics of the Care &amp; Repair Group</li> <li>• Empathy with the aims, goals and values of the Care &amp; Repair movement and a commitment to support delivery to meet these</li> <li>• Willingness to work flexible hours to meet business needs</li> </ul>
<b>Desirable</b>	<ul style="list-style-type: none"> <li>• Level 4 NVQ Diploma in Advice and Guidance</li> <li>• Trusted Assessor level 3 or above</li> <li>• Experience of falls prevention work</li> <li>• Working with older / vulnerable and/or disabled people</li> <li>• Ability to speak Welsh</li> </ul>
<b>Other requirements</b>	<ul style="list-style-type: none"> <li>• Full valid driving licence.</li> <li>• Use of a vehicle for business purposes.</li> <li>• This post will require an enhanced disclosure from the criminal records bureau level of disclosure.</li> </ul>

## BENEFITS OF WORKING WITH US

- 25 days annual leave (pro rata) – increasing by 1 day for each completed years' service, for first 5 years.
- Flexible & Hybrid working
- Pension
- Employer-provided health plan
- Accessible, modern offices with free on road parking

## **HOW TO APPLY**

Email: [careandrepair@crcv.org.uk](mailto:careandrepair@crcv.org.uk) or call 029 20473337 for further information or an application pack

All completed applications should be sent to:  
[careandrepair@crcv.org.uk](mailto:careandrepair@crcv.org.uk)

## **TERMS AND CONDITIONS**

<b>Employer</b>	Care & Repair Cardiff and The Vale
<b>Job Title</b>	Falls Prevention Caseworker
<b>Location</b>	Hybrid Working in place, with a mix of visiting, office and home based working
<b>Salary</b>	£31,481 per annum
<b>Hours</b>	35 hours per week
<b>Holidays</b>	25 days (pro rata), rising by one day for each completed year of service, to a maximum of 30 days. All public holidays
<b>Flexi Time</b>	Flexible working. Work between 7am – 7pm (where role allows)
<b>Cash Health Plan</b>	Paid for cash health plan (Simply Health).
<b>Pension</b>	Defined Contribution Scheme with 3% Employer / 5% Employee contributions
<b>Learning and Development</b>	We support our team with training and development for job proficiency, personal and career development.
<b>Offices</b>	Modern offices based at Tolven Court, Dowlais Road, Cardiff, CF24 5LQ with on street parking facilities

**Care & Repair Cardiff and the Vale**

**Tolven Court, Dowlais Road, Cardiff, CF24 5LQ**

**Tel: 02920 473337**

**Email: [careandrepair@crcv.org.uk](mailto:careandrepair@crcv.org.uk)**

**Website: [www.careandrepair.org.uk/cardiff-and-vale](http://www.careandrepair.org.uk/cardiff-and-vale)**

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