



# **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](mailto: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.

### **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 Jo Nicol at [jo.nicol@careandrepairnew.co.uk](mailto:jo.nicol@careandrepairnew.co.uk).

Closing date Monday 28<sup>th</sup> April 2025 at 12 noon.

## **Job specification**

**Job title:** Support Worker (Flintshire Wellbeing Service)

**Office base is:** Shotton, Flintshire but is expected to carry out home visits across Flintshire

**Salary:** £26,936 FTE (pro rata for part time)

**Contract Type:** Permanent

**Hours:** 25-30 hours a week worked primarily across Agency office hours

**Reporting to:** Project Lead

### **Job Purpose:**

**The purpose of this role:**

- To provide up to 6 weeks support to people recently discharged from hospital to help them remain independent in their homes and to access amenities in their communities.
- To plan solutions with people which help them achieve their goals and contribute to their wellbeing.
- To deliver person centred support which prioritises their wishes and ambitions.

All staff are expected to:

Promote and maintain an active approach to health and safety, in respect of yourself, colleagues and customers.

Care and Repair is committed to complying with Data Protection Regulations (GDPR) and meeting the requirements of the Information Commissioners office (regulating data protection compliance in the UK). It is your responsibility to ensure the work you undertake is compliant with the GDPR.

### **In this job your responsibilities will be**

You will be responsible for a caseload of clients undertaking duties such as:

**Delivery:**

- Prioritise needs and offer solutions to meet immediate needs
- Carry out home visits to assess needs and agree support plans
- Develop creative solutions with the client to ensure that their wishes are at the heart of the interventions

- Develop support plans which maximise independence and which puts in place long term solutions which facilitate independence for the person supported to provide resilience and successfully close the referred case.
- Identify and report unmet needs and/or escalating needs.

### **Partnership working:**

#### **External:**

- Engage in day-to-day problem solving and providing solutions to operational challenges.

#### **Internal:**

- Work with the Project Lead and casework team to ensure the best solutions for the client.

### **Monitoring:**

- Ensure that case files are accurate and up to date
- Support the Project Lead to collate data and prepare reports which show both how many people have been supported, how many have avoided hospital admission or reliance on statutory services, the outcomes achieved, the difference the service has made, and provide case studies which illustrate this.

### **General:**

- Provide a point of contact for responding to clients or professionals calling the office.
- Provide advice and support the client to identify their needs and discuss the support they want.
- Ensure that the client understands and is kept informed of all the procedures and practices involved with their particular circumstances.
- Provide information to the Project Lead, Service Manager and other bodies responsible for monitoring the projects performance.
- Ensure that good records are kept in all cases, updating computerised records as necessary and maintaining case notes and progress forms
- Participate in staff meetings and training courses as required.
- Work effectively with local statutory and voluntary organisations and colleagues within the team to progress each case
- Produce case studies which demonstrate the impact of our work



- To be aware of and committed to the promotion of the agency's values, mission and diversity statements in both employment and service delivery
- To work within the agency's guidelines and procedures
- To undertake any other duties requested by the Line manager, which are consistent with the overall purpose of the role.
- 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**

#### **Skills and Experience:**

- Organised: Skilled in organizing resources and establishing priorities:
  - Time and workload management skills – being able to plan ahead and manage multiple and competing priorities.
- A good standard of literacy and ability to record case notes within an electronic case management system
- You may have some experience in casework, support work, community work or voluntary work in this or a related field
- It is desirable that you have some experience of planning and delivering practical solutions which address multiple needs – using short term interventions which create and maintain independence.
- Committed to our policy for participating in supervision and workforce support.
- It is essential that you have strong interpersonal and communication skills and the ability to work effectively with a wide range of people in a diverse community in order to be able to design solutions around peoples wishes.
- A focus on results, outcomes and a conscientious approach to record keeping and providing case studies/ stories of change for our clients

#### **Focused on people and their experience:**

- A people person, interested in people and committed to a strengths based approach and a focus on solutions to problems.

- An understanding of person centred support, ideally with experience of coproducing support plans
- An 'enabler': creativity in looking for solutions which foster independence
- Persistence – you take nothing at face value, and can skilfully and respectfully make every visit count so that each client feels seen and heard
- Problem solving skills – having a flexible approach to finding solutions that maximise independence and choice

### **General skills:**

- Clerical, word processing, and office skills.
- As this role requires you to carry out home visits which may be anywhere in Flintshire ideally you will have access to a vehicle; however, we are open to consider applications from people who do not drive.
- As part of our safer recruitment process and our duty of care to our clients a DBS check is required for this role. If there are any issues you would like to discuss prior to applying for the role please contact Emma Dutton: [emma.dutton@careandrepairnew.co.uk](mailto:emma.dutton@careandrepairnew.co.uk)
- As we are a provider for Flintshire we are required to adhere to Welsh Language Standards for the purposes of this contract. Conversational ability in the Welsh language is therefore desirable but not essential. You will, however, be expected to adhere to our Welsh Language policy in the delivery of this contract.
- An understanding of health and social care context would be desirable
- Experience of working within the sector or a related field in a paid or voluntary capacity
- Understanding of the range of human needs, what impacts on our wellbeing, and how our needs might change.
- Developed communication skills and the ability to respectfully challenge, explain consequences and maintain respect for their choices.
- Committed to our values and able to demonstrate them in their behaviours. You want to work in a values 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 keep the processes moving because your priority is to ensure our clients receive a high-quality service.

## How to Apply:

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