



# 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](mailto: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.

**Wellbeing Service Team**

A dedicated face-to-face support service designed to empower individuals to regain independence, prevent hospital admissions, and enhance quality of life. We take time to listen and understand your needs, then work with the individuals to create a personalised plan tailored to their goals. This is time limited to approximately 12 weeks

## 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 perspective 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](mailto:careandrepairnew.co.uk) The deadline is Monday 22<sup>nd</sup> June 2026 at  
5pm.

Any enquiries please contact [jo.nicol@careandrepairnew.co.uk](mailto:jo.nicol@careandrepairnew.co.uk)

## Job specification

<b>Job Title:</b>	Service Manager
<b>Location:</b>	Shotton, Flintshire
<b>Salary:</b>	£40,000 (negotiable)
<b>Hours:</b>	37 hours per week
<b>Reporting:</b>	Head of Operations
<b>Responsible for:</b>	14 Direct Reports: 8 x Home Caseworkers, 3 x Wellbeing Support Staff, 3 x Adaptations Admin Staff

### The purpose of this role:

This role is responsible for the leadership, performance, and integration of the Caseworker team and the Practical Team administrative function. The postholder ensures that both functions operate as a coordinated service, with effective systems, processes, and workflows in place and consistently adhered to. The role ensures high-quality, timely, and person-centred service delivery, enabling clients to remain safe, independent, and supported in their own homes. High quality advice and guidance are key to this role and adhering to the Advice Quality Standard framework (AQS).

Currently the team is 14 members of staff, but this may increase subject to operational demand and new business development opportunities.

### Key Responsibilities:

- Provide leadership and accountability for both the Caseworker team and the Practical Team administrative function, ensuring alignment of priorities, workloads, and service standards.
- Ensure the values of Care & Repair North East Wales are front and center within all aspects of service delivery.
- Ensure effective coordination between casework and administrative processes, delivering a seamless end-to-end service for clients.
- Take ownership of the operating model across both functions, ensuring roles, responsibilities, and workflows are clearly defined and consistently applied.
- Review referrals, assess risk and urgency, and allocate work appropriately based on capacity, geography, and complexity.
- Monitor caseloads, workflow, and service demand, making adjustments to maintain safe, effective, and timely service delivery.

- Ensure the Caseworker team operates effectively, with clear caseload management, adherence to processes, and high standards of service delivery in line with organisational and commissioner expectations.
- Provide leadership and oversight for safeguarding, ensuring concerns are identified, escalated, recorded and managed in line with organisational and statutory requirements.
- Maintain High quality advice and guidance ensuring continuous staff development
- Oversee the Practical Team administrative function, ensuring efficient coordination of referrals, scheduling, documentation, invoicing, and workflow tracking.
- Ensure administrative processes effectively support caseworkers and service outcomes.
- Take ownership of designing, implementing, and maintaining effective systems, processes, and procedures across both functions.
- Ensure systems and processes are consistently adhered to, monitored, and continuously improved.
- Supervise and coaching staff through regular supervision, performance monitoring, and development support.
- Manage HR-related responsibilities including attendance, leave, training compliance, and wellbeing.
- Experience in managing and monitoring budgets to ensure we are providing value for money.
- Have a financial understanding of income and expenditure.
- Ensure robust Health & Safety and lone-working arrangements are in place, monitored, and adhered to across all home-visiting and practical services.
- Collaborate with colleagues to ensure that contractors and subcontractors, provide quality works and services and adhere to health and safety standards.
- Ensure accurate records, reporting, and data management systems are maintained.
- Produce reports on performance, outcomes, risks, and service improvements.
- Ensure compliance with organisational policies, governance requirements, and relevant legislation.
- Ensure compliance with data protection, confidentiality and information governance requirements across all casework and administrative processes.
- Work collaboratively with partners and stakeholders to support strategic objectives and continuous improvement.
- Assist the CEO and Head of Operations as required, to secure new contracts of work and develop services and potential new streams of income.

## Person Specification

- Experience managing or supervising staff and coordinating workloads in a busy service environment.
- Strong organisational and prioritisation skills with the ability to manage competing demands.
- Significant understanding of issues facing older and vulnerable people in their own homes
- Experience or knowledge of casework, housing, adaptations, or related services.
- Significant safeguarding expertise with the ability to lead, oversee and assure safe practice across the service.
- Commitment to equality, diversity and inclusive service delivery.
- Ability to assess risk, make decisions, and escalate concerns appropriately.
- Working within quality frameworks like AQS, Trusted Standard, etc. an advantage
- Confident using a range of IT systems, databases, and Microsoft Office applications.
- Ability to monitor staff and service performance and use data to drive improvement.
- Ability to work collaboratively with local authorities, health partners, housing teams and third-sector organisations to support coordinated service delivery.
- Strong communication and relationship-building skills.
- Detailed understanding of compliance, governance, and quality assurance.
- Experience developing or maintaining systems and processes.
- A values-led, trauma informed, person-centred approach to service delivery.
- Excellent problem-solving skills and ability to drive service efficiency.
- Ability to develop a high-performing team through clear expectations, coaching and effective performance management.

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