



Care & Repair

North East Wales Recruitment Pack

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 Organisation.

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 anita.birchall@careandrepairnew.co.uk.

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

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 of our clients.

Our Core Casework service carry out home visits by a committed team of staff that provides advice on housing repair solutions, home maintenance, security, heating, energy efficiency and possible sources of funding for completing the work.

Our Hospital to a Healthier Home service is a collaboration between Care and Repair and Betsi Cadwaladr University Health Board. It is a free home visiting service for people over the age of 50 who are returning home from hospital. In addition to a Healthy Home check we also provide essential adaptations such as handrails, ramps key safes, and moving furniture to facilitate prompt discharge from hospital once people are medically fit.

Our Managing Better service is a free 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.

Our adaptations team provide a range of services including home repairs, adaptations, and improvements to address issues such as safety hazards, mobility challenges, and energy efficiency.

Our Vision, Values, and Mission

Our Vision: A Wales where all older people can live independently in warm, safe, and accessible homes.

Our 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.

Our 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.

Our Movement: We partner with 12 other agencies to form Care & Repair Cymru, supporting people from every corner of Wales. We deliver services to the people of Flintshire and Wrexham and surrounding areas in North East Wales to support independent living and ensuring that homes are fit for people to live in them.

Our Strategy

<p>Vision</p> <p>Healthy homes, healthy people, healthy communities</p>	<p>Purpose</p> <ul style="list-style-type: none"> • Housing - A housing Hub: a centre of excellence for adaptations and repairs so that people can stay at home longer • People - The Health and Wellbeing Quarter of Shotton: health inequalities are reduced and demand on health and social care is reduced • Place – Developing our green spaces so that our communities thrive and future generations feel connected
<p>Ambitions for 2025</p>	<p>How will we achieve this?</p>
<p>Healthy Homes (Adaptations): To raise the quality and condition of housing, enabling people to remain independent in their own homes in safety, comfort, warmth and security, and to be connected to friends with purpose:</p> <ul style="list-style-type: none"> • Become a Housing Hub • To be recognised as making a valuable contribution towards Housing and Health and wellbeing agendas • To be the provider of choice representing the homeowner • Reduce our environmental impact/ Footprint • A centre of excellence for adaptations <p>Healthy People (Care and Repair): People live healthy independent lives and have choice and control on what matters to them by:</p> <ul style="list-style-type: none"> • To improve the health and wellbeing of the people in our communities • Reduce health inequalities especially those related to poverty, loneliness and isolation which affect their health outcomes • Helping people live purposeful lives and feel they belong to their community <p>Healthy Communities (Place for You): A thriving community resource which:</p> <ul style="list-style-type: none"> • Becomes the Health and Wellbeing Quarter of Shotton • Connects people to the green spaces • Being inclusive - We work with people, not labels • Values the assets in our communities • Brings people together • Identifies unmet need and develops collaborative solutions <p>Healthy business: Financial, internal processes, organisational capacity, customers:</p> <ul style="list-style-type: none"> • Increases our unrestricted income via Social Enterprise activities • A centre of excellence • A provider of choice • Well trained, well supported workforce 	<p>Healthy Homes (Adaptations):</p> <ul style="list-style-type: none"> • Build relationships with strategic partners with a view to representation (a voice) at the Regional Partnership and Public Service Boards • Lobbying to become an equal partner with social housing, specializing in helping owner occupiers • Developing expertise in tailored solutions which reduce the impact of carbonisation • Supporting people to access the help they need to make their homes healthy and safe. • Be connected: Digital inclusion <p>Healthy People (Care and Repair):</p> <ul style="list-style-type: none"> • Build relationships within health and social care structures to achieve recognition that Care and Repair is a significant player in reducing demand on health and social care services. • Build tailored solutions for people based on what matters to them. • Expand our service offer to include partnerships with organisations providing specialist health and social care services, or early intervention support services, such as social prescribing and community connection. <p>Healthy Communities (Place for You):</p> <ul style="list-style-type: none"> • Upgrading the green spaces, infrastructure and facilities on the site eg Active Leisure Hub • Active Travel facilities connecting the town centre, station and coastal paths • Offer activities and events for all • Develop partnerships which provide access to services • Providing opportunities for meaningful engagement (e.g. a volunteering offer) and supports our local Veterans to integrate into civilian life and fulfil their ambitions <p>Healthy Business</p> <ul style="list-style-type: none"> • Achieve accreditations for quality • Become a Living Wage employer • Growth of our Social enterprise business and services we offer. • Living our Values

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:

- **Salary £23,088 pa pro rata**
- **20 hours per week or full time if preferred**
- **Full time is 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. Pro rata for part time**
- **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.

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)

Job specification

Job title: Wellbeing Officer Flintshire

Office base: Shotton, Flintshire

Salary: £23,088 pa pro rata

Hours: Full time, or part time considered. Please state your preference when applying - hours worked primarily across Agency office hours but some evening work may be required.

Reporting to: Flintshire Wellbeing Service Project Lead

About this role

This is a new service commissioned by Flintshire County Council on behalf of health and social care partners through the Welsh Government Regional Integration Fund. The service has been commissioned to fill a gap identified within existing service provision. The service will deliver face to face support with a focus on practical interventions which are responsive to both clients and referring agencies. The project lead will coordinate and deliver a rapid response service to meet immediate needs, and then ensure delivery of short-term support interventions to reduce reliance on statutory services, prevent (re)admission to hospital, and maximise long term independence in the community.

We are looking to recruit 1 full time (or 2 P/T) support workers to join our team as we launch this exciting new service.

About Care and Repair North East Wales

We are a Community Benefit Society with charitable status covering Wrexham and Flintshire. Our role is to assist older and disadvantaged people to live independently by providing support with regards to repairs, renovations, maintenance and adaptations, enabling people to live in a safe, warm and secure home.

Our Core Casework service carry out home visits by a committed team of staff that provides advice on housing repair solutions, home maintenance, security, heating, energy efficiency and possible sources of funding for completing the work.

Our Hospital to a Healthier Home service is a collaboration between Care and Repair and Betsi Cadwaladr University Health Board. It is a free home visiting service for people over the age of 50 who are returning home from hospital. In addition to a Healthy Home visit, we also provide essential adaptations such as handrails, ramps key safes, and moving furniture to facilitate prompt discharge from hospital once people are medically fit.

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Knowing our Values

We are passionate about people and their wellbeing, and so we put our clients at the heart of every decision.

We focus on empowering our clients to identify and achieve what *they* want, not what others tell them they need

Behind this simple and powerful ethos lies a commitment to building social capital through flexible and innovative services and practices.

Our model embraces going the extra mile in order to find efficient and personal solutions for each and every client.

Our 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.

Your job

The purpose of this role:

- To plan and deliver solutions in collaboration with clients to ensure that people are provided with short term practical support which prevents escalation in need or which facilitates hospital discharge.
- To produce case studies and reports which demonstrate improved wellbeing for people using the service.
- To work as part of a Multi Professional Team (MPT) and Single Point of Access (SPoA) teams to ensure that this service adds capacity and contributes to reduced pressure on hospitals and statutory services

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.
- Participate in a rota to cover incoming calls
- 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, Client Services 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
- Contribute to performance and monitoring reports to the standard and within the timescales required by the agency manager.
- 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
- Promote and maintain a customer focus
- To work within the agency's guidelines and procedures
- Support the smooth running of the office, including managing visitors in the building and answering client queries
- 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:

Efficiency:

- Ability to work accurately on own initiative and as part of a team
- 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

Effectiveness:

- 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.



Care & Repair North East Wales
Gofal a Thrwsio Gogledd Ddwyrain Cymru

- 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.
- 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.