



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

Samantha.griffiths@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
- 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 Samantha Griffiths Adaptations Administrator Team Leader at Samantha.griffiths@careandrepairnew.co.uk Closing date stated in advert.

Job specification

Job title: Data Administrator

Office base: Shotton, Flintshire

Salary: £22,126 pa

Hours: 37 hours a week worked primarily across Agency office hours.

Reporting to: Adaptations Manager

The purpose of this role:

You will provide administration of the adaptations process which is a core service at Care and Repair North East Wales. You will be responsible for keeping the adaptations process running smoothly with the client's needs at the heart of the service, while ensuring compliance with our funding arrangements. You will take ownership and be accountable for the efficient administration of the whole adaptation process from start to finish.

In this job your responsibilities will be:

- Carry out the data administrative tasks which ensure the smooth running of the Care and Repair Adaptation and Home Repair Service.
- Co-ordinate all administrative tasks associated with all Adaptations Service to include the Rapid Response Adaptations Programme (RRAP) Hospital to Healthier Home (H2HH), Minor Adaptations and Enable funding works and Private and Local Authority additional works.
- Liaise with clients, contractors and referring agencies to ensure the efficient & effective operation of the Adaptations and Home Repair Service.
- Provide advice and assistance to older and vulnerable people.
- Receive referrals from partner agencies and to check that they meet eligibility criteria.
- To deal with all correspondence and telephone enquiries from clients, contractors & partner agencies relating to all adaptation and repair queries.
- To update clients and referral partners to ensure that they are kept informed with regard to the progress of their applications.
- To produce monitoring reports with regard to the Adaptation Service as requested for the attention of the Chief Executive Officer, Board, Care & Repair Cymru and Funding Partner organizations.
- Maintain and develop office procedures and information systems including case records both manually, on spread sheets and on the agency database.
- Maintain client work records on our database ensuring compliance with GDPR.
- To foster an excellent relationship with clients, contractors, Health and Social Services Partners and all staff and other agencies.

- To liaise between clients and contractors before, during and after, adaptations in their homes.
- Collate customer feedback.
- To work with the Adaptations Manager and Adaptations Administration Team Leader.

General

- Familiarise yourself with current policies and procedures.
- Support the smooth running of the office, including managing visitors in the building and answering client queries.
- Provide work processing / administration / office support to staff based at the Agency.
- Arrange and minute meetings when required including collating itineraries, agendas and room bookings for development best practice groups.
- To undertake any other duties requested to ensure that office procedures and duties are carried out to maintain a high level of efficiency within the business.
- Work closely with colleagues and identifying better ways of working which could improve current processes.
- Liaise effectively with staff, officers and board members to drive positive and friendly professional service to stakeholders.
- To undertake any other duties requested by the Line manager, which are consistent with the overall purpose of the role.
- To contribute to the achievement of the Agency's objective in improving overall service to customers by participating in working groups and project team.
- 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

- Accuracy of data recording is a core skill for this role therefore we require a good level of literacy and numeracy - GCSE/ O Level in English & Maths.
- It is desirable that applicants have Welsh Language skills, however a formal qualification is not required.
- A minimum 2 years' experience of working in a busy office preferably within a relevant field such as health, social housing, construction or Social Care background.
- An understanding of the adaptations processes perhaps gained through paid or voluntary work.
- Demonstrable information technology skills at an intermediate or advanced level with specific experience in the application of Microsoft Office such especially Excel spreadsheet packages, word processing, PowerPoint and databases. It is desirable that you have a computer-based qualification.

- Experience of dealing with general public, older people/people with disabilities or other vulnerable client groups and demonstrating an ability to respond sensitively to clients, staff & external agencies.
- Knowledge of the housing needs of older people and/ or people with disabilities
- The ability to manage a demanding and changing workload with minimal supervision.
- Good organisational and prioritisation skills.
- Ability to collate statistical information and to use information technology & office equipment to generate reports.
- You want to work in a value 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 and timely adaptations service.

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