

Role Profile for:



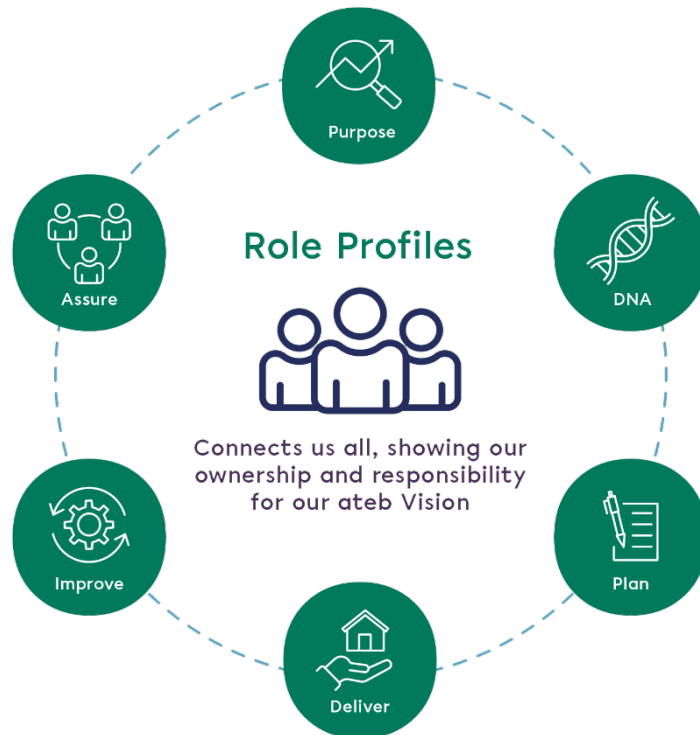
West Wales **Care & Repair**
Gofal a Thrwsio Gorllewin Cymru

Caseworker Team Leader

Employee Ref		
Leadership Group		B
Role Profile Ref		103
Joining Date		TBC
Last Updated		06/05/2025

VISION

Welcome to your ateb role profile. Our Role Profiles connect us all with our shared ateb Vision- together, We Are ateb



Our Shared purpose is to always deliver ...

> #1 | Creating better living solutions,

Through the adoption of a DNA that focuses on ...

> #2 | Trust | Togetherness | Empowerment.

We all have a role to play in realising our 3 strategic aims,

> #3 | To improve customer service | Serve more people | Increase business effectiveness.

The design and delivery of our services will always focus on,

> #4 | The right customer outcomes as effectively as we can.

We all have a responsibility to support our Assurance Framework by managing our,

> #5 | Risks | Controls | Tests

and we must always seek to listen, understand and learn as ...

> #6 | Improvement is the day job

The Vision and its supporting documents form part of this role profile.

1 | ROLE DETAILS

The headline details for this role:

The key role details are as follows:		The role line responsibilities are:	
Name		Caseworkers	
Title	Caseworker Team Leader		
Employer	ateb Group Limited		
Level	Leadership Group B		
Report to	Head of WWCR		
Directorate	Customer		

2 | CUSTOMER

The service areas set the customer outcomes we are collectively working to achieve. This role will primarily contribute to the successful outcome of the following service areas but will obviously support all areas as required. See #4 Deliver for full details.

Primary Service Areas:	Outcomes:
SA/36 – WWC&R Customer Advice and Support	Enabling people to live independently in their own homes
SA/37 – WWC&R Quick Response	Prevent admission to hospital/care or get people out of hospital/care and into their home by agreed discharge date.
SA/38 – WWC&R Adaptations	Enabling people to live independently in their own homes
SA/39 – WWC&R Technical Services	Generate income to support core activities

Primary responsibilities for the above outcomes:	
1	Lead and develop the caseworker team, monitoring performance to ensure the service meets customers' needs, funding requirements and advice quality standards
2	Lead and supervise the team with undertaking person-centred, needs led assessments of customers' needs and implement solutions to enable them to live as independently as possible in their own home.
3	Lead, supervise and contribute to clinical governance activities for Trusted Assessor competencies
4	Manage your own caseload of client work to provide a range of advice and support to customers including home adaptations, repairs and improvements, benefits, income maximisation and signposting to other agencies
5	Monitor and review relevant performance data to continuously improve customer service and ensure required outcomes are achieved
6	Work collaboratively with health, local authority and third sector agencies to deliver and develop a casework service that meets customers' needs
7	Positively promote West Wales Care & Repair's services through events, presentations, meetings and written communication

General role responsibilities:	
1	Support all other service areas as appropriate/directed to achieve their outcomes where they require my input.

2	Continually review my service area outcomes to ensure they achieve the right customer outcomes as effectively as we can.
3	Consistently demonstrates values of equality and diversity.
4	To take responsibility for my ongoing personal development.
5	To undertake any other duties as required which are compatible with the requirements of the post.

3 | GROUP

This role has the following group wide responsibilities:

Service Area	Customer Outcome	Responsibility
SA/17 – Strategy	Clarity on how we will maximise our purpose	Support the Board and EMT to help develop and deliver the right strategic priorities to achieve our strategic aims.
SA/18 – Assurance Management	To be assured we are always compliant and doing the right things	Develop and monitor processes to enable empowered decision making within our agreed assurance framework.
SA/19 – H&S	We meet our legislative and regulatory H&S requirements	Take personal responsibility to ensure that I and my team abide by the relevant legislation, the organisation's H&S systems and common sense so that I, the public, my colleagues, customers and partners are safe and secure at all times.
SA/20 – PR, Marketing & Communications	Positive growth of our brand. The right messages to the right audience at the right time	Make sure that communication with and from my team is effective and supportive to all. Promote our work with various audiences that support our Purpose, DNA and our strategic aims.
SA/22 – Performance & Data management	We know where we need to improve, where we are not compliant and where we are at risk	Always seek to understand whether we are achieving our required outcomes, efficiently and with great customer experience and plan and deliver improvement and growth where identified through managed change programmes.
SA/23 – Procurement & Supplier Management	To ensure we compliantly deliver Value for Money services	Make sure my team abides by the procurement rules and systems established by ateb. Make sure that any procurement required achieves the right outcomes.

4 | PERSONAL

This role will require the following personal attributes, qualifications, skills and experience etc.

Attribute	Requirements
Technical Competency	<p>This is what we would like you to have, but we are happy to hear how you feel your experience, skills and knowledge meet the role requirements.</p> <p>A high level of competency and experience of providing assessment, intervention, advice and support. Likely to have significant experience of working with older/disabled people presenting with multiple health difficulties, with direct or easily transferable skills and expertise relevant to health/housing needs and prevention strategies/solutions. Ideally you will have management/supervisory experience; a management/supervisory qualification and ability to speak Welsh would be great.</p>

	<p>Assessor Level 3 is required for the role, training will be provided if you don't have this.</p> <p>And another thing... we will always look at equivalent qualifications, experience or transferable skills and expertise that can be easily applied to the role. We will also consider the ability of formal qualifications to be obtained whilst in the role subject to the latter factors being achieved, timescale and cost. Everyone at ateb must be able to demonstrate a reasonable level of literacy and numeracy to be able to fulfil our roles, for us that usually means achieving success at GCSE/Key Skills or equivalent qualifications, but we are happy to discuss this with you.</p>
Decision making	Make decisions using professional or technical judgement; to resolve problems, assess risk, and understand impact on the Group and its customers.
People management	Willing to learn from others and share own experience and knowledge. Let team members know what is expected of them. If a line manager uses departmental goals to develop meaningful objectives for the team. Gives timely feedback on performance and maintain positive working relationships within the team to achieve high performance, challenging others when this is not achieved.
Team working	Need to create the right environment for teamwork to thrive both internally and externally. Be able to lead and participate in teams effectively
Financial control	Sets, monitors, reviews and reports on the budgets relating to the areas of responsibility, will also be able to be responsible for any purchasing required.
Organisational skills	Will be able to effectively set own work plan and prioritise key tasks, supervising teams' work plan as required.
Innovation	Must show a desire to improve and challenge what we do to constantly improve our service outcomes as effectively as we can. Identifies, plans and implements improvements within the team which support service delivery.
Customer service	Provide a great customer experience both internally and externally. Demonstrate the important of customer service to team and colleagues by always putting the customer first.
Project / process management	Project management improvements within own and others service areas to ensure the desired outcomes are achieved. Takes responsibility for achieving individual objectives and contributing to team and group projects.
Enthusiasm	Self-starter bringing personal drive and positive attitude to help all find solutions to problems. Be able to promote our DNA at all times.
Technology Competency	Confidently use and develop ICT systems to deliver and improve my service delivery. In particular, have good working knowledge of typical software solutions relating to my area of expertise and level of responsibility. Be able to make the best use of the Microsoft 365 & Office suite and usual business communication devices and systems.
Comms / PR / Marketing	Be able to promote good communication throughout the organisation (verbal, written, face to face) ensuring teams are involved, informed and engaged at all times. Ability to speak Welsh would be great.

5 | TERMS & CONDITIONS SUMMARY

Full details of the terms and conditions for this role can be found in your Statement of Terms and Conditions. In return for undertaking the above role, Ateb will provide:

Term/Condition	Detail	Additional comments
Base Salary	£TBA	Per annum paid on the 28th of the month or the previous Friday if the 28th falls on a B/H, Sat or Sun.
Salary band		Please refer to reward@ateb for full details.
Car user	Essential Car User	Will need to have a car available for business use to travel to meetings etc., essential car user allowance payable and mileage reimbursed at HMRC standard rate.
Professional Subscription	Yes	The Group will pay for one professional subscription fee per annum.
Simply Health Scheme	Basic Level Contributions	The Group offers a contributory health plan Simply Health, you can increase your cover to suit your needs.
Hours per week	18.5 Hours Weds p.m. Thurs & Fri	A flexible working system is in operation depending on your particular role and service outcomes in accordance with our Leading Principle.
Annual Leave	30 days basic(pro rata)	Plus 3 additional days(pro rata) the timing of which is at the discretion of the Group.
Place of work	Your home	A flexible working system is in operation in accordance with our Leading Principle and depending on your particular role and service outcomes you may be required to work in our offices/ premises, sites, at home or other suitable locations across Pembrokeshire/Ceredigion, but your usual place of work will be your home.
Learning & Development	Yes	We support our team to develop their learning
Wellbeing	Yes	A programme of team wellbeing activities.
Pension	SHPS DC	Auto enrolment arrangements are in place. Defined Contribution Scheme contributions from an employee will be matched up to an agreed limit set by Board.
DBS	Yes	This role is subject to a criminal records check.

6 | WE AGREE THE ABOVE REPRESENTS MY ROLE WITHIN ATEB

Parties	Signature	Date
Chief Executive		

The small print:

@ Recruitment: We will seek evidence/examples through the application, interview and/or assessment centre process that you have the required skills, experiences, characteristics and attributes to succeed in this role. You

will demonstrate this through a range of approaches e.g. qualifications, examples of experience, psychometric testing, evidence of training etc.

@ Induction: We will establish the key areas of support and/or any learning & development you will need to get you up and running

@ 1 to 1 reviews: We will discuss how you feel you are doing in delivering and developing your role and identify what improvements you want to achieve and what support you may need.

@ Please refer to the accompanying contract and our Vision and related documents for more details regarding this role profile and your responsibilities within the ateb group – ateb, MBH and WWCR