

Creating
better
Careers



West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

Caseworker Team Leader Recruitment Pack

SALARY PACKAGE:
c£17k per annum based
on 18.5 hours per week.

*Earn up to c£18.5k based on
annual performance reviews.*

CLOSING DATE:
Monday 2nd June 2025
at 09.30am

INTERVIEWS:
Tuesday 10th June 2025



atebgroup.co.uk

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West Wales Care & Repair (WWCR)

A message from ateb's Chief Executive Nick

The figures tell us that our communities are living longer, meaning the support to stay independent becomes even more critical. At West Wales Care and Repair (WWCR) we do a lot of great things but it all comes back to keeping people safe and independent for as long as possible. This in its simplest form, could be through good advice and signposting to helpful services, or it could involve physical adaptations and changes to a home, it's not until you are experiencing mobility problems do you realise how even a small step can become a big issue.

The good news? You, as part of our team can make a difference to people's lives straight away! We have fantastic feedback from our customers and we serve a lot over the course of a year! Our team operate throughout Ceredigion and Pembrokeshire and cover a range of services, often linking with health services or other third sector organisations. Our partners recognise that through our work, we can help to keep people out of health and care facilities and living to the full, in the surroundings that make them happy.

As a Caseworker Team Leader you will be a great people person, organised

and able to work under your own initiative whilst leading and being an active team player in a small but friendly team. WWCR is part of the ateb Group who are a significant employer in West Wales and have a positive reputation in terms of our DNA, and focus on customers and our people.

With the positive support from our partners, WWCR has plans to develop its services over the next couple of years to help even more people. Please be part of this challenge by giving the pack a good look and getting your details in, this role could be just the opportunity you were looking for. We look forward to hearing from you.

Nick Hampshire

Chief Executive



The ateb Group

Our Group is made up of companies that collectively have the purpose of...

Creating Better Living Solutions for the people and communities of West Wales

We aim to:

- **Improve Customer Service**
- **Serve More People**
- **Increase Business Effectiveness**

We are concentrating on:

- **Affordability**
- **Safe Homes**
- **Customer Service Investment**
- **Collaboration**
- **Lower Carbon**

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West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

MILL BAY
HOMES

The Group offers various services across the West Wales counties of Carmarthenshire, Ceredigion and Pembrokeshire. The parent of the Group, ateb Group Limited, is regulated by the Welsh Government. Both subsidiary Companies have thier own Board that reports to the parent Board.

WWCR = We are ateb

Our ateb Vision shows us “... what looks good for ateb.”
We all have a role to play in making our Vision a reality.

Our ateb Vision consists of:

Purpose

Creating Better Living Solutions

DNA

Trust, Togetherness and
Empowerment

Plan

- Improve Customer Service
- Serve More People
- Increase Business Effectiveness

Deliver

The right customer Outcomes
as Effectively as we can

Assure

Understand Risks; Set the
right controls; Test the controls
are working

Improve

Improvement is the day job



The WWCR Team

Part of the Customer Directorate at ateb Group

■ Scope

The Customer Directorate consists of 13 delivery teams:

- Customer Services - Lettings, Income Collection, Customer Advice and Support, Customer Engagement, Community Development, Tenancy Support and Independent Living
- Property Services - Maintenance, Compliance, Shared Spaces, Strategic Asset Management, Planned Maintenance and Major Works

Plus our subsidiary company West Wales Care and Repair, supporting older people across Pembrokeshire and Ceredigion to live independently in their own homes.

■ Team

There are 112 permanent posts within the directorate; The team's priority is to deliver the best possible service outcomes to our customers living in an ateb home or receiving a service from West Wales Care and Repair.

■ Background

West Wales Care and Repair Facts and Figures:

- 756 Healthy Home Checks completed in the last 12 month period.
- 1,730 customers supported to remain independent in their own home by installing aids and adaptations in the last 12 month period.
- 100% of customers satisfied with the service they received.

■ The Future

We provide a great service to our customers but we know as a team that there is more we can do to improve, some of our future priorities include:

- Investing in our team's development to meet future needs of customers.
- Exploring the viability of new service offers, and delivering more services to more people.
- Exploring options for improving engagement with our customers to understand all their needs to help them live independently in their own homes.

Your Role @WWCR

You will be our:

Caseworker Team Leader

Working in the:

West Wales Care & Repair team

You will focus on the following service areas:

- **Customer Advice and Support**

- Enabling people to live independently in their homes.

- **Rapid Response**

- Prevent admission to hospital/care or get people out of hospital/care & into their home by agreed discharge date.

- **Adaptations**

- Enabling people to live independently in their own homes.

Some words from the current team:

Jayne will be your direct manager...

Hi, we are expanding our casework team across Pembrokeshire and Ceredigion and are looking for an enthusiastic and motivated person with great leadership skills to jobshare with our current Caseworker Team Leader. Someone with understanding of, and compassion for older people's needs and dedication to delivering a quality casework service for older people will be a great fit.

Mark will be your directorate lead...

West Wales Care & Repair is a valued part of ateb's Customer Directorate supporting older people in Pembrokeshire and Ceredigion to remain safe and independent at home. We are pleased to be expanding the casework service through additional Welsh Government grant funding to meet the demand for advice and support from older customers in West Wales.

Improving Homes, Changing Lives

Please see the attached role profile for more details.

Your Role @WWCR

These are a few of the key duties of the role, please refer to the role profile for more:

- Lead and develop the caseworker team, monitoring performance to ensure the service meets customers' needs and funding requirements.
- Lead 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.
- 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.
- Monitor and review relevant performance data to continuously improve customer service and ensure required outcomes are achieved.
- Develop and regularly review relevant procedures and processes to reflect current working practices.
- Maintain the Advice Quality Standards Quality Manual, complete file reviews and ensure the casework service operates in compliance with the standards.
- Develop and maintain positive working relationships with partner agencies including health colleagues, local authorities and other 3rd sector organisations.
- Represent West Wales Care & Repair at external events and deliver presentations/talks on the agency's work, promoting our services.
- Demonstrate compassion and understanding of the needs of older people, ensuring that our services meet the needs of our customers.

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- **Improve Customer Service**
- **Serve More People**
- **Increase Business Effectiveness**

Reward @ateb

Salary

c£17,100

c£17,100k per annum

Salary based on 18.5 hours per week, Wednesday PM, Thursday and Fridays. Please see notes below regarding our new reward @ateb framework.

Reward Framework

We have recently introduced our new reward @ateb framework which consists of the following:

Performance Related Pay up to £1,300

Each role will sit within a salary band where you will be able to potentially increase your annual basic salary each year and earn additional 'in year' unconsolidated rewards where performance has exceeded expectations.

Core - Increase your next years salary up to c£850 before a cost of living review is applied

Core+ - Receive up to a c3% unconsolidated payment in the current year

Encore Awards up to £500

All team members could receive spot lump sum awards each year where they have been recognised for actions they have undertaken to promote our Vision.

Encore - Any one team member can receive awards up to the value of £500 in a financial year.

Strategic Awards Variable

Our Boards have the additional ability to reward their companies where particular milestones or strategic performance has been achieved.

Strategic Awards - are not time based, the Boards can consider additional strategic awards for a range of different circumstances relating to operating conditions, performance or achievement of key milestones etc.

Remuneration is just part of the deal, please look at the other benefits of being part of team ateb...

Benefits @ateb

We have some great benefits for this role from flexible working, generous holidays, competitive pension, life insurance and health plans. Go on you know you want to:

Annual Leave: 30 Days Pro Rata	Our annual leave year runs from 1st January to 31st December with full time entitlement of 30 days per year, pro rata for part time working arrangements. The Group will usually close the office for 3 days between the winter bank holiday period and these are in addition to your annual leave allowance. You will be able to take your leave in hours to increase further your work/life flexibility.
Contributory Pension: c£1,700	You will be auto enrolled into our SHPS Defined Contribution scheme in accordance with employer legislation where we will match your contributions up to a maximum of 10%.
Simply Health*: Over £1,000	Over £1,000 of annual health benefits from dental to hospital expenses plus online GP and counselling services.
Life Insurance Cover*: c£51,000	Connected to our pension membership, enjoy x3 salary life cover for your family.
Sickness Benefit: 3 mths full & 3 mths half	3 months of full pay and 3 months of half pay (after 6 months service) which can be extended if you are off with longer term critical illness as defined by the Association of British Insurers Minimum Standards for Critical Illness Cover.
Days to Support our Good Causes: 2	As a Group we aim to support worthwhile causes every year, we will support you to volunteer your time to help our chosen good causes.
Learning and Development	The Group invests in a wide range of learning and development activities to support you to do your role better and develop your own skills.
Professional Subscriptions	We will pay one of your annual professional membership subscriptions where it relates to your role.
Trust Clock – flexible working	Flexible time and location working environment. Meet our leading principle and we are flexible on how and where you deliver great customer outcomes.

*Some benefits have a length of service requirement.

Benefits @ateb continued

Business Mileage and Car Use	We have different mileage rates depending on your role's requirements for travel. Casual user is reimbursed per mile and an essential user car user receives an annual lump sum allowance plus reimbursement per mile, all to HMRC guidelines.
Special Leave	We know sometimes everyone needs support outside work, we have a fully flexible approach to taking special leave that is tailored to your circumstances.
Additional Health Benefits	We offer annual flu vaccinations and make a contribution towards eye tests and glasses costs for DSE users.
Annual Mental Health Support	Our counselling scheme offers up to 6 counselling sessions plus we can arrange additional support through our retained occupational health service where needed.
Team ateb	As part of the team you can access a range of activities relating to wellbeing and team events as well as our Team Forum.

Our Working @ateb Leading Principle...

“We must always put the customer, business, team and H&S first when planning and delivering our role profile responsibilities and service area outcomes”

How to apply

So, what's not to like! If you want to make a difference by creating better living solutions for the people and communities of West Wales, you have come to the right place.

Here's what to do to showcase why you are the person for this role...



■ STEP 1 | NOW!

Check out who we are and what we do on our websites.

www.atebgroup.co.uk

www.careandrepair.org.uk/agencies/care-repair-west-wales/



■ STEP 2 | APPLY BY MONDAY 2nd JUNE 2025 (09:30AM)

Once you've read the documents and you think it's the role for you, hit the apply button. Keep the information to hand as you'll need this to write a cracking application. At ateb Group we want to hear all about your skills and experience and how they relate to the role, so please don't be modest. Once you're happy with your application, press submit and wait for further information.

Got a query? contact us on peopleteam@atebgroup.co.uk



■ STEP 3 | WE WILL LET YOU KNOW ASAP

After the closing date, we'll be in touch to let you know if you've been invited for an interview. All applicants will be contacted via e-mail so keep checking your inbox - don't forget to check your junk inbox if you haven't heard from us. We will always contact you.



■ STEP 4 | INTERVIEW - TUESDAY 10th JUNE 2025

The interview is an opportunity for us to find out more about you and an opportunity for you to ask us any burning questions you may have - relax, we're very nice! You will also meet some of your future team members for a chat over coffee or cup of tea.

Good Luck

Diversity Statement

ateb Group remains fully committed to the principles of non-discrimination and equal opportunities across all areas of the organisation, our subsidiaries and the communities we work within.

As part of our commitment to improving diversity and representation within our Group, we encourage candidates from all protected characteristics, as well as those with lived experience of disability, to consider joining our Board. Your unique perspectives and experiences are invaluable in helping drive our vision forward.

We are proud to have signed up to Tai Pawb's 'Deeds Not Words' pledge and to have made the Disability Confident commitment. If you are from a Black, Asian or Minority Ethnic background, or have a disability, and meet the essential criteria for the role, you will be guaranteed an interview.

If you would like to read more around our Equal Opportunities and Diversity Policy then please visit our [website](#).

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