

Creating
better
Careers



West Wales Care and Repair
Gofal a Thrwsio Gorllewin Cymru

Caseworker Recruitment Pack

SALARY PACKAGE:
c14k per annum based on
18.5 hours per week.

*Earn up to c£15k based on
annual performance reviews.*

CLOSING DATE:
Monday 1st September 9.30am

INTERVIEWS:
Tuesday 9th September 2025



atebgroup.co.uk

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West Wales Care & Repair (WWCR)

A message from ateb's Chief Executive Nick

Hello, and thank you for having a look at this part time role we have in our West Wales Care and Repair (WWCR) organisation. We are actively getting WWCR's name out there as what they do is life changing stuff. The WWCR team support the older person living in their owned or privately rented home through advice on benefits and signposting access to adaptations, the outcome ... we keep people living safely and independently in their homes. The Caseworker role forms a key part of the need to understand our customers' requirements and get solutions to our them as effectively as we can.

WWCR are a dedicated committed group of professionals who are passionate about what we are trying to achieve. Each year we manage to do a bit more for 1,000's of people across West Wales counties. You will be a valued member of a small but dedicated team, whether working with customers or organising our teams work, you will put your stamp on what we do. We know it will take time to understand our processes and systems etc. so we will support your development through your career to ensure you are able to deliver and develop.

Although the team is geographically spread, they are super conscious of making sure they regularly get together to reconnect, offload and share ideas. This sense of togetherness is important to ensure that each part of WWCR works to the best of its ability. This attitude

extends to the relationship we have with our partner organisations who are vital to making sure we get the needs of customers maximised. At the end of a working day, you'll reflect on the customer stories you have heard and the solutions you have enabled, reflecting in the knowledge that you have made a difference to someone's life ... which is a pretty rewarding outcome.

With flexible and good benefits to go with the above, we hope you agree that being a caseworker with WWCR is a great position to hold. So, the only way for us to get to know more about you, is for you to apply and tell us why you want to be in this role. Please contact the team if you have any problems with the recruitment process, good luck and we look forward to hearing more about 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

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:

Elin 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:

- Provide advice and support to customers through casework, on issues ranging from home adaptations, equipment, repairs and improvements, benefits and income maximisation to signposting to other agencies.
- Complete home safety checks to identify customer needs and implement solutions to enable them to live as independently as possible in their own home.
- Assess and recommend minor adaptations and equipment within Trusted Assessor Level 3 competency.
- Support customers with minor and major works including private works, adaptations, repairs and security measures signposting to local contractors and partners and our in-house team for technical and handypersons service.
- Maintain relevant records and documentation, updating the Agency's customer database and records appropriately to enable accurate reporting and comply with advice quality standards.
- Complete benefits checks and support customers to apply for relevant benefits and grants to maximise their income.
- 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.

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

#atebcareers

Reward @ateb

Salary

c£14,000

c£14,000k per annum

Salary based on 18.5 hours per week, days to be determined. 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 £1,100

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£700 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£1,400	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£42,000	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 1ST SEPTEMBER (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 9TH SEPTEMBER 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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