



**Comisiynydd Pobl Hŷn Cymru**  
**Older People's Commissioner for Wales**

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# **Advice and Support Caseworker**

**Recruitment Pack**

**Closing date: Friday 7 February 5pm**

**An independent voice and champion  
for older people**

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# Introduction

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Thank you for your interest in the role of Advice and Support Caseworker for the Older People's Commissioner for Wales.

This information pack contains further information about the Commissioner, the role and details on how to apply.

The Advice and Support Caseworker is responsible for supporting the Senior Caseworkers to ensure that there is the delivery of an outstanding casework service which achieves positive outcomes for older people and their families in Wales.

The post holder will provide advice and support to older people and their families over the phone, and via email and letter, in a sensitive and professional manner, on a range of health, care, housing and other issues.

The post holder will use the Case Management System (Workpro) to ensure that all records of casework are kept up to date, are accurate, securely stored, and comply with the Commissioner's information management policies.

A Person Specification can be found on page 12 of this pack. If you can bring the right sort of knowledge, skills and experience to the role, as well as a demonstrable commitment to the work of the Commissioner and to improving the lives of older people in Wales, then we very much look forward to receiving your application.



# **About the Commissioner**

# Who we are and what we do

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The Older People's Commissioner for Wales protects and promotes the rights of older people throughout Wales, scrutinising and influencing a wide range of policy and practice to improve their lives. She provides help and support directly to older people through her casework team and works to empower older people and ensure that their voices are heard and acted upon.

The Commissioner's role is underpinned by a set of unique legal powers to support her in reviewing the work of public bodies and holding them to account when necessary.

Heléna Herklots was appointed as Older People's Commissioner for Wales in August 2018.

In April 2019, the Commissioner published her three-year strategy with the vision of **making Wales the best place in the world to grow older.**

The Commissioner's work during the next three years is focused on three priorities that will help to transform the experience of growing older in Wales:

- End ageism and age discrimination
- Stop the abuse of older people
- Enable everyone to age well

For more information about the Commissioner and her team's work, visit [www.olderpeoplewales.com](http://www.olderpeoplewales.com) where you will find the Commissioner's latest Annual Report and Annual Accounts.

# Exemplary employer

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Working for the Commissioner, employees have the opportunity to be part of a dynamic and fast paced organisation, delivering positive outcomes that make Wales a good place to grow older.

The organisation holds the Small Workplace Health Award (Gold), recognising the provisions in place to provide a safe, healthy and supportive environment for all employees. There are a wide range of provisions made for staff to promote wellbeing including an Employee Assistance Programme, a comprehensive programme of learning and development, and Occupational Health provision.

Equality and human rights are embedded throughout the work of the Commissioner and the organisation and this extends to ensuring a workplace that provides equality, dignity and respect for all employees. The Commissioner's commitment to equality is laid out within her Strategic Equality Plan.

The Commissioner ensures that through her work, the English and Welsh languages are treated on a basis of equality.



# Organisational values and behaviours

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<b>Our Values</b>	<b>How We Demonstrate them</b>
<b>One team</b>	Shared goals above individual agendas Proactive in offering support to others
<b>Respectful</b>	Actively seek the views of others Demonstrate that value different views and perspectives
<b>Inclusive and friendly</b>	Pay attention to each other's wellbeing Be kind, welcoming and supportive to everyone Consider the impact on others of what we say and do
<b>Open</b>	Challenge constructively and be open to challenge Seek to learn from others Always look for better ways of doing things
<b>Ambitious</b>	Show passion for our vision Strive for excellence Be bold and ready to take considered risks to achieve impact
<b>Integrity</b>	Strive to do the right things and take responsibility for our work Do what we say we will do

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## **About the role**

# Job description

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<b>Post Title:</b>	Advice and Support Caseworker
<b>Salary:</b>	£21,800 to £26,450
<b>Responsible to:</b>	Safeguarding and Access to Justice Lead
<b>Contract Type:</b>	Two year fixed term Full Time (37 hours per week) or Part Time (4 days a week)
<b>Annual Leave:</b>	31 days plus 10 public and privilege holidays (pro rata if part time)
<b>Pension Scheme:</b>	Principal Civil Service Pension Scheme
<b>DBS Required Level:</b>	Disclosure and Barring Service Enhanced check
<b>Location:</b>	Based in Cardiff

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# Purpose of role

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- To support the Senior Caseworkers to ensure that there is the delivery of an outstanding casework service which achieves positive outcomes for older people and their families in Wales.
- To provide appropriate information, advice, guidance and support to older people and their families over the phone, and via email and letter, in a sensitive and professional manner on a range of health, care, housing and other issues.
- To draft correspondence to public bodies from the Commissioner on behalf of older people and their families.
- To provide an efficient, courteous, informative and responsive service to older people.
- To ensure records of casework are kept up to date, are accurate, securely stored and comply with the Commissioner's Information Management policies, using the information management system Workpro.
- To comply with set procedures, standards and principles to ensure the delivery of a highly effective, professional and compassionate outcome focussed casework service in accordance with the Commissioner for Older People (Wales) Act 2006 and national advice standards.
- To participate in the development of a bank of case studies to demonstrate the reach and impact of work carried out by the Commissioner's Caseworkers.
- To prepare and actively participate in 1:1's with the Line Manager and undertake an individual personal development plan to develop knowledge, experience and skills to deal with a range of enquiries.

# General duties of all employees

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- To demonstrate a commitment to human rights, equality and diversity across all protected characteristics.
- To work in close co-operation with other members of staff and actively contribute to internal meetings and working groups.
- To represent the Commissioner positively and professionally at all times.
- To participate in engagement opportunities with older people, to keep in touch with older people's issues, concerns and ideas to inform our work and how we carry it out.
- To ensure that work complies with the Commissioner's statutory duties, internal control procedures, reporting formats and policies e.g. financial procedures, GDPR, publication scheme, equality scheme, information management procedures, Welsh Language Standards, and safeguarding policies and procedures.
- To undertake such other duties and responsibilities commensurate with the grade, as may be reasonably required.

# Person specification

Applicants must be able to evidence in their application, and if shortlisted demonstrate through interview, proven competence in the following areas:

<b>Qualifications</b>	<b>Essential</b>	<b>Desirable</b>
	A degree or professional level qualification or equivalent relevant work experience.	

<b>Experience</b>	<b>Essential</b>	<b>Desirable</b>
	Experience of providing advice and support on a range of topics to people  Experience of producing correspondence to achieve positive outcomes for people	Experience of working with older people  Experience of working with agencies delivering advice and support to older people  Experience of working with Case Management software

<b>Knowledge</b>	<b>Essential</b>	<b>Desirable</b>
	Understanding of the issues that affect older people in Wales  Understanding of the role and remit of the Older People's Commissioner  Understanding of data protection principles and confidentiality procedures	Understanding of POVA procedures

<b>Skills</b>	<b>Essential</b>	<b>Desirable</b>
	<p>Highly literate with excellent written and oral communication skills</p> <p>The ability to communicate competently in Welsh with members of the public on the telephone</p> <p>Ability to deal with difficult or challenging behaviours and viewpoints, demonstrating sensitivity</p> <p>The ability to present complex information at an appropriate level</p> <p>Excellent organisational skills with the ability to multi-task and work to tight deadlines</p> <p>Excellent IT skills and ability to use a range of IT packages</p>	



## **How to Apply**

# Applying for the role

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To apply, complete and return the [Application Form](#), in which you are asked to:

- 1) Provide your personal details.
- 2) Complete a supporting statement, which should outline your suitability for the role. Your supporting statement should evidence how you meet each essential and desirable criteria, including examples to demonstrate your achievements and competence effectively. You are welcome to apply in English, Welsh or both languages. Your application may be translated into Welsh or English if required.
- 3) Provide contact details of two people who we may approach that are prepared to act as referees for you in an academic or professional capacity. One of these should be your current or most recent employer.
- 4) Complete the [Diversity Monitoring Form](#). The information on these forms will be treated as confidential and used for statistical purposes only. These forms will not be treated as part of your application, and will not be seen by anyone involved in the selection decision making process.

We are unable to consider late or incomplete applications. It is your responsibility to ensure that your application meets the requirements detailed above and is received by the Commissioner by the closing date.

**The closing date for applications is Friday 7 February 2020 at 5pm.**

Applications received after that time and date, for whatever reason, cannot be considered.

# Guidance on how to apply

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The application form you complete will play a vital role in the selection process and will determine whether you should be called to interview. It is therefore crucial that you take your time and complete it as fully and accurately as possible.

- Read the job description, and this guidance sheet, carefully before starting to fill out the application form. The form may be completed in either Welsh or English and must be completed in black ink or type.
- Application forms must reach us by the closing date stated on the advertisement and/or job description.
- The Application form is available as a MS Word document: you are encouraged to complete the Word version and email this together with the Diversity Monitoring form to [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com).
- The MS Word version is a locked document. You should not alter this in any way as this may result in your application being rejected.
- Candidates sending their applications by email should note that the time of receipt will be defined by the Commissioner's server. Candidates who prefer to submit their Application and Diversity Monitoring forms by post should send these documents to the Older People's Commissioner for Wales, Cambrian Buildings, Mount Stuart Square, Cardiff Bay, CF10 5FL. Please note that first class mail does not guarantee next day delivery. We will not accept any application where we are asked to pay a shortfall in postage.
- You must complete all parts of the form: failure to do this may result in your application being rejected.
- When answering section 12, please refer to each of the criteria listed in the person specification to ensure that you demonstrate your knowledge, experience and achievements. The information provided will form the basis of evaluation for shortlisting.
- Shortlisted candidates will be expected to be able to demonstrate their competence at interview.
- Keep to the word limits stated on the application form. We will not consider any statements that exceed this limit.
- Complete the Diversity Monitoring Form. This is purely for monitoring purposes. The details you give will not be sent to the short-listing or interview panel.
- We recommend that you make a copy of your completed form and job description.

# Submitting your application

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You can submit your application form electronically to the following email address by the closing date: [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com)

Alternatively, you can print it and send it to:

Helen Benjamin  
Executive Assistant  
Older People's Commissioner for Wales  
Cambrian Buildings  
Mount Stuart Square  
Cardiff  
CF10 5FL

## Further Enquiries

For informal enquiries about this recruitment exercise, please contact Helen Benjamin on 029 2044 5030 or via email [recruitment@olderpeoplewales.com](mailto:recruitment@olderpeoplewales.com)

# Selection process

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## Initial sift

The selection panel will consider all complete applications. The panel will consider the relevant knowledge, skills and experience demonstrated in your application. The information you give us in your application is therefore vital in deciding whether you will be shortlisted for further consideration.

## Interview

Following the initial sift, a short list will be drawn up and shortlisted applicants will be invited to attend a panel interview in the Commissioner's office in Cardiff.

## Timetable

The timetable to which we are working is summarised below. If you are successful at the initial sift stage, you will be expected to make yourself available on the interview dates. Applicants who are not available to attend for interview on the date offered may not be considered for this role.

**Closing date: Friday 7 February 2020 at 5pm**

**Interviews: Monday 2 March 2020**

# Data protection

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Under the Data Protection Act 1998 we have a legal duty to protect any information we collect about you. The Commissioner is committed to respecting and protecting the personal information you share with us.

The information we compile and process relating to your application will be treated in accordance with, and subject to, the provisions of statute and regulations currently in force e.g. Data Protection Act 1998 and the Freedom of Information Act 2000.

We will only use the information you provide for the purposes of processing your application and where this is successful, as part of your employment record.

Personal information about unsuccessful candidates will be retained for up to twelve months after the recruitment exercise has been completed for equality monitoring purposes. We may also contact you during this time to make you aware of similar vacancies which arise; it will then be destroyed or deleted.

We will not pass your details to any third party unless you give us specific permission to do so. Any queries about our handling of personal information should be directed to the Data Protection Manager.

