



# Residential Services Recruitment Pack

Information for candidates





## Message from Chief Executive Clive Wolfendale

I am really pleased that you've taken the time to find out more about a career at CAIS which includes Hafan Wen and CAIS at Salus specialist inpatient detox units and Parkland Place residential rehab.

There are some great benefits in working for a Third Sector organisation such as CAIS. We offer a huge range of exciting and challenging opportunities for people who are passionate about making a difference. Our roles are immensely rewarding, and you can become part of a talented and committed team.

We offer excellent training flexible working and an employer contributed pension scheme and opportunities to develop within a progressive organisation. CAIS have a range of local benefits that our staff enjoy which include, a staff recognition scheme, cycle to work scheme, loans and savings scheme which you can read more about in this pack.

At CAIS you will find a fantastic team spirit and a commitment to developing you and your skills so that you can choose to have a long-term career with us. Thank you for your interest in our organisation and I hope to meet you soon as a new starter!



Please visit [www.cais.co.uk/current-vacancies/](http://www.cais.co.uk/current-vacancies/) for all our latest vacancies.



## Our Organisation

CAIS is a registered charity and leading voluntary sector provider of personal support services in Wales, providing services across Wales and in Lancashire, employing 250 members of staff, supported by over 200 volunteers.



We help people who are having problems with addictions, mental health, personal development and employment – as well as offering assistance and information to their families and friends. Our wide range of services includes residential treatment and rehabilitation, counselling, peer mentoring, supporting people in their homes, assisting people back into work or education, group work and other motivational interventions.

We can also offer a comprehensive range of training courses, together with training and support for employers. We are very active in the field of employment interventions including the development of our own social enterprises.

CAIS is committed to working in partnership with others in keeping with the All Wales Strategy - Tackling Substance Misuse in Wales. All of our services aim to help people recover from addiction and rebuild normal, productive lifestyles in the belief that people can and do change.

Over the last two years, we have developed two new residential services including

- CAIS at Salus Withnell Hall inpatient detoxification Unit
- Parkland Place Residential Rehab

We continue to invest in our services and facilities, making CAIS one of the best environments to work in. Our ambition is to provide with world class, patient- focused healthcare delivered locally, going beyond for our patients and community in order to achieve this aim.

CAIS Ltd is a limited company registered in England and Wales

**Registered Office:** Tŷ Dafydd Alun, 36 Princes Drive, Colwyn Bay, LL29 8LA

**Registered number:** 2751104.

**Charity Number:** 1039386

## Our vision and values

CAIS was launched in 1976 with the vision of a world where people have access to inclusive, consistent support which is tailored to their needs; empowering and inspiring change to promote happier and healthier lifestyles, creating a better society for all.

- We put People First
- We're Proud of our heritage
- We value integrity
- We strive for excellence
- We will be innovative
- We hold ourselves accountable



## Our priorities

### 1. Deliver high-quality patient-centred care

Patients, their friends, family and carers will be treated with unfailing kindness and respect by every member of staff at every service and their experience and quality of care will be second to none.

### 2. Be the employer of choice

We will provide every member of staff with the support, information, facilities and environment they need to develop in their roles and careers. We will recruit and retain the people we need to deliver high-quality services to our patients and other service users.



### 3. Deliver better care at lower cost

We will look to continuously improve the quality of care and patient experience through the most efficient use of available resources (financial and human, including staff, partners, stakeholders, volunteers and friends).

## Our staff

CAIS Staff continue to have high levels of job satisfaction. Striving to improve this even further remains a priority for the organisation.

We recognise the direct impact made by our staff on clinical outcomes and patient experience. This is why it is one of our priorities is to be one of the very best employers.

This means not only attracting staff, but keeping them through investment in learning and development, career progression and attention to work-life balance.

### **This strategy is supported by 3 key priorities:**

**Specialised services:** Our priorities are to invest and develop our specialised detox and rehabilitation services across all of the UK

**Innovation and research:** Our priority is ensuring our services are underpinned by research 'bringing the best evidence to bear in respect of clinical care and patient .....

**Education and training:** We focus on multi-professional training to recruit and train the best staff to deliver our strategy.

CAIS excellent operational performance is a source of great pride in these challenging times in the health and social care sector, despite the difficult cost improvement plans that must be delivered.



## Our services

Every day, 365 days a year, 24 hours a day we provide:

- Medically managed inpatient specialist addiction treatment and detoxification
- Evidence based residential rehabilitation provision

CAIS is one of the UK's largest residential addictions treatment providers, providing care for over 600 people each year. All our services are regulated by either the Health Inspectorate Wales (HIW), Care Inspectorate Wales (CIW) or Care Quality Commission (CQC).



### Parkland Place Residential Rehab

- Registered by the CIW
- 16 Beds
- Private facility
- All addictions

### Salus Withnell Hall

- Medically Managed detox facility
- Registered by the CQC -rated as "Good"
- 14 beds – Private and Statutory



### Hafan Wen

- Medically Managed detox facility
- Registered by the HIW"
- 25 beds– Private and Statutory



## Learning and Development

We aim to give patients and families the best clinical care and experience possible. We do this by investing in our staff, by making improvements to our processes and access to services, and by investing in the service environment to make sure that our buildings support our clinical staff to provide optimum care and experience.

We are committed to driving continuous improvements in learning and development to ensure we always provide excellent care and service to our patients. It is through our investments in learning and development that we will help shape the culture of the organisation and build the workforce of the future.

## Corporate and Organisational Learning and Development

### Induction

We're committed to supporting our staff right from the offset. When you join CAIS you will be invited to our corporate welcome along with other new starters. At induction you will meet the executive team who will explain our vision and our values. You'll also complete all the mandatory training including

- Safeguarding and POVA
- Personal and Professional Boundaries
- Medication Management and Competency
- Conflict Management
- Substance Awareness
- Mental Health Awareness (including suicide and self-harm)
- Data Protection and Confidentiality
- Dual Diagnosis
- Anaphylaxis
- Defibrillation
- Controlled Drug
- Mental Capacity and DOLS
- Epilepsy Awareness
- Moving and Handling
- Fire Safety

Training Required for your role, is delivered in a mix of online and classroom learning. As part of the induction process you will also complete a local induction with your line manager.

### Support for new starters

We want you to settle into your new role as soon as possible. Once you start with us you will have a six-month probation period to ensure you are properly supported as you learn your new job and what is expected of you. We also want to identify any training and development needs you may have and put objectives in place to support you in your role and future career. You'll have regular meetings with your line manager to discuss your progress.



We offer a comprehensive preceptorship programme for all newly qualified Nurses. During this time you will be supported by an experienced practitioner to help develop your confidence as a healthcare professional.



### Performance and development reviews

We want to ensure that everyone has the opportunity to discuss their performance and development with their manager. We've implemented a performance development review process to enable you to celebrate achievements, receive clear feedback on how you've been doing and set clear objectives for the coming year. You will have your objectives set within the first month of arrival giving you direction in your new role.

### Leadership development

The Trust needs excellent leadership to enable us to transform healthcare and deliver against the challenges of an evolving healthcare landscape. We run two programmes for emerging leaders and established leaders. These programmes aim to develop your self-awareness and enhance your impact as a leader within the organisation, maximise engagement from teams and stakeholders and collectively transform CAIS and improve patient care.

### Staff benefits and wellbeing

As a member of staff you'll have exclusive access to a range of benefits and offers—read on to find out about some of the offers available or search 'discover your benefits' on the Trust intranet.

## Core Benefits

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| <ul style="list-style-type: none"><li>• Minimum of 187.5 hours (25 days) paid annual leave per year (for full timers) which rises after 5 years, plus bank holidays</li><li>• Pay that reflects your ability and responsibilities</li><li>• Learning and development opportunities to support your career progression</li><li>• Automatic membership to the NEST pension scheme, and options to Join alternative pension providers</li></ul> | <ul style="list-style-type: none"><li>• Maternity, paternity and sick pay entitlements</li><li>• Flexible working options</li><li>• Family friendly policy</li><li>• Option to join our in-house staff bank where you can work additional hours at competitive rates</li><li>• Staff recognition awards</li></ul> |
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## Salary Exchange

Salary exchange is when you exchange part of your monthly salary for a benefit and could save you money. We currently offer four schemes:

- Cycle to work scheme
- Childcare vouchers scheme
- Annual leave trading scheme—buy and sell up to 5 extra days after 12 months service
- Loan and Savings scheme

## Health and wellbeing

We provide access to CADW CAIS and emotional wellbeing support service for you and your family. In addition to this we also provide

Reimbursement for eye tests for users of VDUs

Free flu vaccination each year

Access to counselling and support services

We also hold a number of social events for staff throughout the year,

We also hold Occupational Health and Wellbeing events for staff throughout the year.

## Questions

If you have any further questions, please contact CAIS People Services on;

**01492 863000**

**[opportunity@cais.co.uk](mailto:opportunity@cais.co.uk)**

