



# New Directions

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## Social Care

New Directions Social Care is an award-winning recruitment provider to the social care sectors.

We are operational 365 days a year,  
7 days a week, 24 hours a day.



# THE WAY WE WORK

## Putting positive direction in social care recruitment

Our teams are based in Bristol, Cardiff and Swansea. We work to support all aspects of recruitment within the social care sector.

Our award-winning business recruits for the most vulnerable in our communities with both professionalism and sensitivity, this includes but not limited to:

**Children Services;** child care provisions, young offenders and residential homes.

**Adult Services;** probation, mental health, supported living, learning & physical disabilities.

**Housing;** homeless hostels and tenancy support.

**Older Persons;** day centres, residential and nursing homes.



### Bristol

New Directions Recruitment Ltd  
Regus, Castlemead  
Lower Castle Street  
Bristol  
BS1 3AG

**0117 314 3512**  
[socialcare@new-directions.co.uk](mailto:socialcare@new-directions.co.uk)



### Cardiff

New Directions Recruitment Ltd  
1st Floor, Harlech Court  
Bute Terrace  
Cardiff  
CF10 2FE

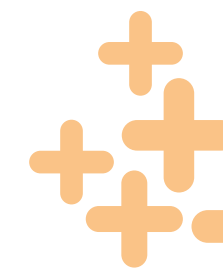
**029 2039 0150**  
[socialcare@new-directions.co.uk](mailto:socialcare@new-directions.co.uk)



### Swansea

New Directions Recruitment Ltd  
4th Floor, Suite 3, Alexandra House  
Alexandra Road  
Swansea  
SA1 5ED

**01792 620190**  
[socialcare@new-directions.co.uk](mailto:socialcare@new-directions.co.uk)



# ROLES WE RECRUIT FOR

Offering you the finest recruitment roles and tailored solutions

We work with the utmost integrity ensuring that we build valued working relationships that result in quality candidates joining some of the leading companies throughout the UK in temporary and permanent placements. We cover the spectrum, supplying a full range of social care professionals into various positions of responsibility.

Our team are consultative to understand the needs and requirements of both our clients and candidates, and are committed to providing the very highest level of service.

Since our doors opened in 2003, we have continued to grow by recruiting and servicing providers within the public and private sectors across South Wales and South West England.



Care Assistants

Children's Residential Support Workers

Probation & Hostel Workers

Housing Officers

Support Workers

Permanent Nurses

Nursery Staff

Child Care & Play Workers

Social Workers

Team Leaders & Managers

Ancillary Positions

## Tailored Recruitment Solutions:

- Short Notice Cover
- Ad Hoc Shift Cover
- Short/ Long Term Bookings
- Temporary to Permanent
- Permanent Contracts



# OUR BENEFITS TO YOU

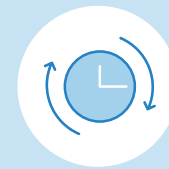
## Our benefits to you

New Directions Social Care are committed to providing you with excellent customer service. Therefore out of office hours, we have a comprehensive On Call service to be available to support your needs.

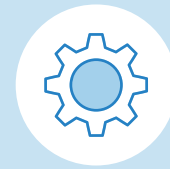
Our award-winning teams are dedicated to our core values – **Quality, Community, Respect, Integrity** and **Innovation**. We are Investors in People (IIP) Gold accredited and hold both ISO9001 (Quality Management) and ISO14001 (Environmental Management) status.

Our business is a long-term member of the Recruitment and Employment Confederation (REC). This means we are dedicated to following responsible recruitment procedures. We place compliance procedures and the welfare of the communities we work within at the heart of our business.

We are embedded within your local communities and this places an important focus on the service delivery and our corporate responsibility. From supporting charitable initiatives, to providing free training and continuing professional development, we aim to offer the most competitive service. Our experienced and knowledgeable team provide career opportunities to our candidates and continuity to our clients.



**24/7 On Call procedure & Service Level Agreement**



**Robust Recruitment & Selection Process**



**All candidates are compliant, in-line with the national minimum standards, before they start work**



**Detailed booking confirmation, including staff profiles before the start of each assignment**



**Dedicated consultant who can offer bespoke service**



**Regular updates & agreed response time to bookings**



**Dedicated Support Teams to ensure quality & efficiency**



**Competitive charge rates tailored to your recruitment needs**



**Award winning organisation**



**Investors in People (IIP) Gold accredited**



# WHAT PEOPLE SAY ABOUT US

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“

I use New Directions as I find them very professional, friendly and co-operative. They always work hard to get me the cover I require and also to find the best person suited to my nursery and that they know will fit in with my team.

They always give me time to listen and understand my requirements and will always get back to me very quickly to let me know the situation with filling the booking I need.

They will also be honest with me and tell me if they are having trouble finding me someone. This does not happen often but when it does it is when I am doing a very short notice booking.

I appreciate the honesty which means I can look at what other options I have to make sure I have full staffing to meet our legal ratios.

**Nursery Manager**

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Our consultant and the New Directions Social Care team have supported us for some time with our temporary staffing requirements.

They have also successfully sourced and appointed a permanent manager to our childcare setting.

Our point of contact will often personally visit our setting to see if he is able to assist with anything, and I have always found the service provided to be efficient and personal to our needs.

The staff sent in support of our setting are always well presented knowledge childcare professionals which endorses my confidence in New Directions Social Care.

**Director, Children's Residential Home**

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We have used New Directions for almost a year; they have become our agency of choice. The staff are well trained, pleasant and punctual and are all well-liked by the people that we support.

New Directions are always happy to receive feedback and will work hard to ensure that they book us staff with knowledge of our client group so that we can provide a continuity of care.

Communication with New Directions is fantastic, the staff booking system used, listing people's qualifications and providing a photograph is a great safeguarding measure. I highly recommend New Directions as a social care provider; my experiences are that of a company that maintains high levels of professionalism.

**Team Leader, Adult Services**

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