

Advice Worker- Belfast Hub

Information for Applicants



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Background Information

Victim Support has focused on addressing the harm caused to victims and witnesses of crime since 1981. On a daily basis we witness the impact of crime and the Criminal Justice System can have on an individual, their family, friends, and the local community.

Our Redress, Restore, Recover strategy for 2020-24 builds on our past successes, sets out what changes we wish to see and what we as an organisation will focus on to help achieve this.

It aims to address the recovery and wellbeing needs of victims and witnesses by addressing the harm and vulnerability caused by crime. It broadens our focus on the justice journey to include the wider recovery journey and needs of victims of crime.

Please find below the links to our Strategy on the website and on YouTube showing an animation explaining the Strategy.

**Website:** <https://www.victimsupportni.com/site/wp-content/uploads/2020/11/Strategy-document-2020-24.pdf>

**YouTube:** <https://youtu.be/pDRNwBT4hsc>



Our Vision & Values

A society that ensures tailored support and information is available for people affected by crime

The long-term vision of our organisation is of..



Our mission is to..

Reduce the harm caused by crime and advance the rights of victims and witnesses of crime in Northern Ireland

Our core values of Integrity, Respect & Compassion allow us to respond to the needs of victims and witnesses, providing tailored support, enabling them to recover and move on from the impact of crime. We will help victims to seek redress when their needs are not met. We will uphold and promote the rights of victims and witnesses, and will campaign for a cross governmental approach to address the harm and vulnerability caused by crime.

Benefits Package

**Annual leave:** 25 days per holiday year (April – March) pro rata

**Statutory days/public holidays:**  13 days pro rata

**Pension:** Contributory pension;

Minimum of 5% employee Salary Exchange contribution

6% Employer contribution

**Life Assurance Benefit:** 2 Times annual salary

**Health Cash Plan:** We currently provide cover under the Bupa level one health scheme (where applicable)

**Family Friendly Policies:** Victim Support NI provides a full range of family friendly polices including flexi-time

**Wellbeing and Support:** Our provider is Health Assured who provide a complete support network that offers expert advice and compassionate guidance 24/7

HOW TO APPLY

PLEASE READ THE FOLLOWING INFORMATION CAREFULLY BEFORE COMPLETING THE APPLICATION FORM

**Applications and attached sheets CV’s :**

* Applications will only be accepted on Victim Support NI application forms. Cv’s will not be considered
* It is the responsibility of all applicants to clearly demonstrate – in their application form – exactly how they meet the essential (and desirable if applicable) criteria for the post as stated. Failure to do so may result in not being short-listed.
* Attached sheets – within the word limit – will only be considered where they are continuation sheets of a section of the Application Form where insufficient room was available to include all the necessary details.
* All information provided by an applicant on an application form must be true and accurate. Any application forms containing information that is discovered to be untrue or inaccurate will not be accepted. If an appointment has already been made, it may result in disqualification from appointment or dismissal.
* Applications submitted by email will require a handwritten signature at interview.
* Applications must be received by the designated deadline (time and date). Those applications received after the designated deadline will not be accepted.
* Completed applications should be emailed to [recruitment@victimsupportni.org.uk](mailto:recruitment@victimsupportni.org.uk) OR by post to the HR Department, Victim Support, Albany House, 73-75 Great Victoria Street, Belfast, BT2 7AF.
* **Please note that it is our policy to communicate with applicants primarily by email, so we ask that you check your email account regularly to avoid missing any emails**.

**Essential and Desirable Criteria**

* Essential and Desirable criteria are a vital part of your application. Read the Job Description and Personnel Specification carefully before completing this section and base your supporting evidence on the Essential and Desirable criteria.
* It is essential that you demonstrate by providing personal and specific details – within the word limit - how you meet the essential criteria, otherwise you may not be shortlisted.
* It is not sufficient to simply state that you possess the criteria – you must fully demonstrate in your responses, by outlining your experience and qualifications.

It is recommended that you use the following model to describe experience:

**Situation:**

Describe a specific example that relates to the criteria

**Task:**

Explain the context or background to the example. Who else was involved? What were the particular circumstances etc?

**Action:**

Outline the specific actions you took to meet the challenge

**Result:**

Describe the result or outcome of your actions. Consider if, with hindsight, your actions were correct; what, if, anything would you do differently now; and what have you learnt from this experience.

For further information on the STAR method please see the link below:

[The STAR method (nationalcareers.service.gov.uk)](https://nationalcareers.service.gov.uk/careers-advice/interview-advice/the-star-method)

**Selection and Interviews**

* Where a high volume of applications is received, desirable criteria may be relied upon during shortlisting.
* The interview process may include the use of selection tests in addition to a panel interview.
* Candidates shortlisted for interview will be advised of the interview process via email.
* At interview candidates will be questioned about their experience regarding the main functions of this post.
* The interview panel will assess all candidates based on performance during selection tests and at interview.
* Should you require reasonable adjustments when attending interview, please let us know to ensure we can accommodate your needs wherever possible.

**Waiting Lists**

* A waiting list **may** be retained for a period of 12 months for future permanent and temporary vacancies for similar positions.

The Role

**Job Specification**

**Title:** Advice Worker

**Responsible To:** Head of Service

**Location:** 2nd Floor Albany House, 73-75 Gt Victoria St, Belfast BT2 7AF**.**

**Hours of Work:** 35 Hours per week

**Salary:** £26,877.00 per annum

**Duration:** Permanent

**Purpose:**

The post-holder will be a member of the Advice Worker team. As an Advice Worker you offer a criminal injuries compensation service to assist victims of violent crime apply for compensation. Your primary responsibilities will be the effective operation, support and case management of applicants applying to the scheme; supporting victims to complete Victim Personal Statements and for the promotion of these and other relevant Victim Support services. The post-holder is responsible for meeting with and representing clients at hearings, therefore travel around Northern Ireland will be required for which travel reimbursement is paid.

**Volunteering:** Victim Support Northern Ireland is a volunteer delivered service. In respect of this we encourage an ethos of volunteering throughout the organisation.

**Main Responsibilities:**

1. Follow the organisational procedures and statutory requirements of the compensation process ensuring consistency and effectiveness of delivery in line with the defined standard of service as agreed withthe Department of Justice.
2. Achieve standards of performance and performance targets in line with Conditions of Grant funding laid down by the Department of Justice.
3. Provide support and guidance to staff and volunteers, when necessary, regarding compensation queries at all stages of the process. Including participation in training sessions when possible.
4. Represent applicants at Review and Appeal stages of the Criminal Injury Compensation (CICs) process submitting paperwork within statutory deadlines.
5. Provide representation at Criminal Injury Compensation Appeal Panel NI (CICAPNI)Hearings including preparation of paperwork and meeting with the client.
6. Support clients in understanding and drafting, preparing and agreeing Victim Personal Statements and ensuring they are submitted appropriately to the relevant Courts.
7. Assess the individual needs of clients and tailor the support provided ensuring their needs are met internally or that the client is referred appropriately externally.
8. Contribute to the ongoing development of the service in line with the needs of people affected by crime, by sharing trends and issues identified through advocacy in staff meetings and supervision enabling the organisation to be proactive in the delivery of relevant services to people affected by crime.
9. Promote the organisation with key agencies and other service providers to promote awareness and accessibility to our services.
10. Maintain effective working relationships with other Advice Workers and teams across the organisation.
11. Maintain effective working relationships with other external agencies appropriate to role e.g. Compensation Service NI, CICAPNI, PSNI, relevant statutory and voluntary agencies.
12. Provide support in the completion of all work within the office including supporting the Volunteer and ASO Coordinators by providing cover during periods of leave, acting as a role model for all staff and providing availability for evening office hours.
13. Full compliance with all financial, HR and other corporate responsibilities as appropriate to the post
14. Ensure that all Victim Support policies, particularly those relating to Health & Safety and Equal Opportunities are applied.

*The above detail of key accountabilities is not intended to be an exhaustive listing and the post-holder may be expected to accept additional / amended responsibilities in line with the organisation’s needs. Such additions / amendments will be in line with the capabilities of the post-holder.*

**Qualifications:**

* Achieved “A” level standard
* Minimum of 2 years’ experience in a similar role as an Advice/Advocacy worker or related field.

**OR**

* A minimum of 5 years’ experience in a in a similar role as an Advice/Advocacy worker or related field

**Skills and Experience:**

**Essential**

* Excellent interpersonal skills and the ability to build a rapport and work with empathy with a range of clients including those who are most vulnerable.
* Effective written & oral communication skills with particular emphasis on preparing accurate reports, reviews, submissions, advocacy and representation of client cases in a tribunal hearing setting.
* Experience of interpreting and explaining legislation, official documents/letters to clients as well as a wide range of other relevant data in a concise and understanding manner
* Proficiency in the use of Microsoft Office packages and use of organisational information systems and applications

In addition, the post holder must have

* an ability to prioritise their own workload to meet key deadlines and targets.
* an ability to work accurately with a range of confidential, sensitive, and complex information in a time sensitive manner.
* an ability to effectively meet the mobility requirements of the post

**Desirable**

* Sound knowledge of the Northern Ireland Criminal Justice sector
* Knowledge of the Northern Ireland Criminal Injuries Compensation Scheme would be advantageous
* Knowledge of the Victim Support NI or the issues affecting Victims of Crime in Northern Ireland would be advantageous
* Experience of Social Security/Welfare or Advice Tribunal representation

**Additional requirements:**

* The post holder will be required to demonstrate the ability to meet the mobility requirements of the post. Victim Support NI is aware that some persons with disabilities may not be able to hold a driving license. If this is the case, please demonstrate how you can fulfil the mobility requirements for the post for which you are applying.