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Omagh Support & Self Help Group

Candidate Information Booklet

Advocacy Support Worker

Closing date for applications:

12 noon, Friday 26th May 2017

Victims & Survivors Service

**Project Supported by Peace IV**

1. **Job Description**

**Job Title:** Advocacy Support Worker

**Organisation:** Omagh Support & Self Help Group

**Location:** Bridge Centre, 5A Holmview Avenue, Omagh, BT79 0AQ

**Salary:** £28,500 per annum (4 year contract)

**Hours:**  37.5 hrs per week

**Duration** 31st March 2021

**Reports to:** Director

**Background:**

* This post has been developed as part of the PEACE IV Programme which provides investment for cross-border health and wellbeing services by increasing the quality of care in the sector for victims and survivors and their families.
* The Group is established for the benefit of Victims & Survivors of trauma particularly, but not exclusively, those who have been bereaved or injured by the Omagh Bomb (‘the beneficiaries’) and to provide or assist in the provision of facilities for the relief of poverty, sickness and disability whether physical or mental, the advancement of education, protection and preservation of health and provide facilities in the interest of social welfare, recreation or other leisure-time occupation with the object of improving the conditions of life for the said beneficiaries.
* To address legacy issues of social division, such as sectarianism and cultural diversity by establishing clearly the commonality of suffering across communities and the futility of social conflict;
* To acknowledge and address an established need of victims traumatised by terrorist conflict and still displaying divisive and negative consequences of the troubles in the specified catchment area;
* To bring relief to persons who are suffering hardship, sickness or distress as a result of the conflict related incidents in Northern Ireland;
* To advance the education of the wider community of the effects of the conflict and especially the effects of the conflict on second and third generation victims;
* To advance community reconciliation and empowerment without distinction of age, gender, sexuality, nationality, ethnic origin, political or religious opinion, by associating the statutory authorities, voluntary organisations and the inhabitants in a common effort to advance education, and provide support services in the interests of social welfare for recreation or personal regeneration, with the object of improving the conditions of life for Victims and Survivors.

**Purpose of the Role**

This project (funded through PEACE IV) offers support, advocacy and advice in relation to Truth, Justice and Acknowledgment to families bereaved as a result of the Conflict/Troubles. The post holder will be required to support, advocate on behalf of, and advise families who wish to engage with statutory and other bodies in respect of their bereavement.

1. **Organisational Structure**

**Management Committee (MC)**

11 Members elected

From organisation membership

**Director**

Accountable to MC.

Operation of projects and services

Financial Management, Legal compliance, Mission, policy and planning

**Project Assistant**

Accountable to Director

To assist in the operation of projects and services

Administrative and Financial Management

**Advocacy Worker**

Accountable to Director

To offer support, advocacy and advice in relation to Truth, Justice and Acknowledgment

**Welfare Advisor**

Accountable to Director

To maximise income and provide welfare support

**Health & Wellbeing Caseworker**

Accountable to Director

To Co-ordinate and Deliver Health and Wellbeing Services.

**Membership and Beneficiaries**

Victims and survivors that receive benefit from organisation project and activities. Power to elect management committee at AGM

**Clerical Officer**

Accountable to Project Assistant

To provide clerical support

1. **Responsibilities**

**The principle duties of the post are:**

#### Advocacy Services

1. Provide families with information about relevant statutory and other organisations to help them make a properly informed judgement on engaging with such organisations, and to help them to consider all options available to them.
2. Prepare families for and facilitate meetings with relevant organisations and witnesses.
3. Maintain and update files on each case, and ensure all files are properly archived and recorded into a single publicly accessible record.
4. Research individual cases to ensure that families are fully prepared for meetings with relevant agencies.
5. Correspond with any relevant bodies to gather information on each case.
6. Organise meetings with client groups and/or families for the purposes of sharing information or planning events.
7. Conduct research with families to document the impact of the Conflict related incident and broader issues that provide a contextual background to cases.

**Service Development and Quality Improvement**

1. Collate and edit the information from official and family sources into a single publicly accessible record.
2. Represent the (employing organisation) at public meetings, conferences and subgroups.
3. Plan and organise conferences, meetings etc as relevant to the work of Omagh Support & Self Help Group.
4. Undertake further training as required.

The foregoing is a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of Omagh Support & Self Help Group.

1. **Role Competencies**

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| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| **1. Qualification/Education** (a). A relevant University degree, or equivalent qualification plus 1 year’s experience providing advocacy and advice to vulnerable clients engaged in legacy processes. Or  4 years’ experience providing advocacy and advice to vulnerable clients engaged in legacy processes.  (b). A Level 3 Certificate in Independent Advocacy | ✓ | ✓ | A  A |
| **2. Experience** (a). A minimum of 1 years experience in providing advocacy and advice to vulnerable clients. (b). A minimum of 2 years practical experience collating and analysing complex information and writing reports.  (c). A minimum of 2 years’ practical experience of effectively managing complex client interactions.  (d) A minimum of 2 years’ experience working and building relationships with multiple stakeholders.  (f) Experience in working with Victims & Survivors or the voluntary/community sector in a paid capacity. | ✓  ✓  ✓  ✓  ✓ |  | A/I  A/I  A/I  A/I  A/I |
| **3. Knowledge** (a). Strong working knowledge of all aspects of Microsoft Office Suite (to include Word, Excel, Outlook, Access, Publisher, PowerPoint). (b). Knowledge of Victims/Survivor legacy issues  (c) Knowledge of statutory departments and NGO services to support |  | ✓  ✓  ✓ | A/I  A  A |
| **Other**  (e) Hold a full license valid in the UK with access to a car. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements. | ✓ |  | A |

A = Application Form I = Interview P = Presentation T =Test

.**General Statement**

This job description is an accurate reflection of the job as it is currently. However due to continuous organisational development the duties, designation etc of the post may be subject to change to meet the needs of the organisation. All prospective changes will be discussed with the post holder.

The people who use our services are the reason for our existence. Clients of staff are at all times required to provide a caring service and to treat anyone with whom they come into contact in a courteous and respectful manner.

As an employee, you have a duty to take reasonable care for your personal health and safety and that of others who may be affected by your acts or omissions at work. You should also co-operate with Omagh Support & Self Help Group in complying with all statutory requirements. Staff will be expected to demonstrate their commitment to Omagh support & Self Help Group by their regular attendance and the efficient completion of all tasks allocated to them.

As an employee of Omagh Support & Self Help Group you should not disclose other than to an authorised person in the course of your duty, any information which you have obtained or to which you have access. This condition also applies should you leave the Organisation for any reason.

1. **Application Process**

Following deadline for receipt of applications the selection process will continue as follows:



1. **Guidance for Making Your Application**

Application should consist of a completed application form and the completed monitoring form to **Geraldine Gormley, GH Skills, 64A Derry Rd, Tyrone, Omagh BT78 5DY**

**Application Submission**

Completed applications can be submitted by:

* Posted or hand delivered to
* Applications must contain an original signature

Deadline: 12 noon Friday 26th May 2017.

We will not accept incomplete application forms; application forms received after the closing deadline or reformatted application forms.

Applicants using Royal Mail should note that 1stclass mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to meet the required deadline.

Should you have any queries please contact Cat Wilkinson, Director, Omagh Support & Self Help Group, Bridge Centre, 5A Holmview Avenue, Omagh, BT79 0AQ or telephone 028 82259877.

**Interview Guidance for Applicants**

At the interview, the selection panel will assess candidates against the behavioural competences, qualifications and experience for the post.

**Further Appointments from this Application**

Where a further position in the Organisation is identified which is considered broadly similar to that outlined in this candidate information booklet, consideration will be given to filling the position from this competition. The reserve list resulting from this competition will be valid for a period of up to one year.

**Disability Requirements**

If reasonable adjustments are required by candidates on account of disability the organisation will make every effort reasonable to accommodate such.

**Vetting Procedures**

For vetting procedures candidates will be required to produce the following for interview:

* Passport;

OR

Document verifying your permanent National Insurance number (e.g.P45, P60 or National Insurance card);

AND

Birth certificate which includes the names of your parents (long version);

* Specimen signature;
* Proof of qualifications (original certificates);
* 2 satisfactory references (References will not be sought until after the final stage of the assessment process);
* Access NI criminal record check (unspent convictions only).