

***For the care and care of those bereaved, traumatised or injured as a result of the ‘Troubles’***

**Applicant Information Pack**

**Head of Clinical Services**



Dear Applicant,

**Post: Head of Clinical Services, Belfast – Ref: HeadCS/Jun17/**

Thank you for your interest in the above post.

Short listing will be completed on the basis of the information you provide on the application form, therefore you must complete **all relevant sections of the application form. Please note that we do not accept CV’s**.

Please find enclosed the following: -

* Our Mission and Values
* Job Description
* Personnel Specification
* Outline of Terms and Conditions
* Guidance Notes
* Employment Application Form and Monitoring Form (for completion).

We request that you complete and return this for statistical monitoring purposes.

For information on WAVE, please visit our website [www.wavetraumacentre.org](http://www.wavetraumacentre.org).

If you intend to complete and return the Application Form, please also complete and return the enclosed MONITORING QUESTIONNAIRE and place in an envelope. This will be treated in confidence. We request this information to help WAVE promote equality of opportunity in employment. Our recruitment policy operates on the merit principle i.e. we select the best person for the job, regardless of religious affiliation, political opinion, belief, age, race, gender, marital status, sexual orientation or disability.

We would like you to know that: -

Only the Application Form is considered by our Recruitment Panel, who shortlist and interview for vacancies. The Monitoring Questionnaire is confidential to our Monitoring Officer who uses it for compiling statistical information and is not seen by the Recruitment Panel.

If you have any questions regarding the information enclosed, please do not hesitate to contact us.

I look forward to hearing from you.

Yours faithfully

Tracey Shirlow

HR Manager

**PLEASE NOTE: CLOSING DATE:Wednesday 21st June 2017 at 5.00 pm**

**Hard Copy Completed forms should be returned to:**

**HR Manager, WAVE Trauma Centre, 5 Chichester Park South, Belfast, BT15 5DW.**



**WAVE: Who we are?**

WAVE, established in 1991, is a voluntary, cross community charitable organisation which offers care and support to anyone bereaved, traumatised or injured as a result of the Troubles/Conflict. ***The philosophy and ethos of the organisation is one of inclusiveness, providing care for anyone irrespective of religious, cultural or political belief.*** WAVE promotes a respect for life and an understanding of difference that is seen as enhancing rather than threatening. WAVE continually seeks creative ways of working through issues that have the potential to divide.

Over the years the violence in Northern Ireland has led directly to the deaths of over 3,600 people and resulted in over 40,000 serious injuries. The Cost of the Troubles Study (1997) estimated that, “At the very least 6,800 people have the experience of one of their immediate family - parent or sibling - being killed in a troubles-related incident.” The true cost however, is much higher as the relatives of those killed and maimed have also suffered ill health, disruption of family relationships, impaired functioning, and substance abuse and in some cases when their grief became intolerable, suicide.

Over the last twenty five years the level of calls and referrals to WAVE has increased year on year. Referrals are received from those affected by violence more recently, in addition to those injured, traumatised or bereaved across the last four decades. This indicates the necessity of providing the services offered by WAVE on a long-term basis.

To date WAVE has offered care and support to over 10,000 people, a cross section of adults, young people and children. WAVE works to utilise the benefit of every pound received in funding or donations for the benefit of clients. The organisation’s management cost is extremely low at 8%, well below the recommended national level of 15%. WAVE offers exceptional value for funders and strong professional services for clients.

WAVE has extensive community based Trauma Education Programmes. These programmes have been refined and developed over 18 years and offer students a range of options to meet their learning needs. Trauma Training includes:-

* Short Trauma Courses accredited by the School of Education at Queen’s University Belfast under their Open Learning Programme.
* A BSc (Hons) in Psychological Trauma Studies is delivered in partnership with the School of Nursing and Midwifery at Queen’s University. It remains the only undergraduate trauma programme available in the United Kingdom and Ireland.
* A Postgraduate Pathway in Trauma Studies is currently being developed in partnership with University College, Cork. It is scheduled for delivery in the 2017/2018 academic year.
* Professional Development in trauma awareness and trauma informed practice for social work and nursing students is delivered in partnership with the Schools of Social Work and Nursing and Midwifery at Queen’s University.

WAVE has an extensive network of delivery processes across Northern Ireland. The organisation operates from five Outreach Centres in: Belfast, Armagh, Omagh, Ballymoney and Derry Londonderry and services such as Outreach/Befriending, Health and Wellbeing, Psychotherapy/Counselling, Physiotherapy, Advice/Welfare, Trauma Training, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centre’s. In addition the organisation has a number of satellite projects operating across a range of venues in response to local need.



**Organisation Profile**

**Job Title:** Head of Clinical Services

**Job Reference No.:** HeadCS/Jun17/

**WAVE Trauma Centre’s Mission and Values:**

**Mission: WAVE’s Mission is to:-**

* Serve people directly affected by the Troubles/Conflict in Northern Ireland.
* Empower individuals, communities and wider society through trauma education programmes.

**Values: WAVE is committed to:-**

* Empowerment of those bereaved, traumatised or injured by the Troubles/Conflict in Northern Ireland.
* Inclusivity in all its work.
* Working to promote the non recurrence of violence.
* Equality and good relations as the foundation for our work.
* Continuous improvement through ongoing review of the provision of high quality, innovative evidence based services.
* Responding to change and shaping delivery within the victim/survivor sector.
* Helping to build a shared and cohesive future to address the legacy of the past.
* Accountability to clients and to funders for the services and programmes delivered within effective financial processes.
* Partnership with other agencies to achieve better outcomes for clients.
* Continued development and recognition of our staff and volunteer team.



**Job Description**

**Job Title:** Head of Clinical Services

**Job Reference No.:** HeadCS/Jun17/

**Reports to**: Director of Operations/Chief Executive Officer

**Responsible for**: Regional Provision of Therapeutic Services and Education

**Post**: Based at 5 Chichester Park South, Belfast and servicing all centre and outreach provision from the Armagh, Ballymoney, Derry Londonderry and Omagh Centres and various satellite projects.

**Key working relationships:**

**Internal contacts:**

* Direct line management responsibility for Contractual Team (Counsellors, Psychotherapists, Complementary Therapists and Physiotherapists and associated administrative staff).
* Health and Wellbeing and Outreach Casework Teams
* Management and staff
* Individuals and families (Clients)
* Volunteers

**External contacts:**

* Other community and voluntary organisations
* Statutory agencies
* Funders

**Job Purpose:**

As a member of the senior management team, the person appointed must contribute effectively to the direction, management and governance and to the establishment and achievement of strategic objectives related to regional clinical and education provided by WAVE Trauma Centre.

The Head of Clinical Services will also be responsible for the management of all clinical services within the organisation which include: counselling and psychotherapy; complementary therapy and physiotherapy. The post holder will work to ensure the provision of safe, high quality services to clients including the further development of services, standards and the full implementation and adherence of policies and protocols across WAVE.

**THE PRINCIPLE DUTIES OF THE POST ARE:**

**Therapeutic Responsibilities:**

1. Maintain high level of professional competence in compliance with professional/accrediting body requirements and be responsible and accountable for keeping knowledge and skills up to date through continued professional development.
2. Maintain a clinical caseload of not less than 4 and not more than 6 WAVE clients.
3. Direct, lead and manage the development and provision of therapeutic services work across the entire organisation, taking into account issues concerning referral need and pattern, locality, budgetary or other resource implications.
4. Undertake sessional reviews with the contractual team in relation to therapeutic provision and evaluate and record any perceived benefits or otherwise, in relation to the outcome of such interventions.
5. Lead the continual development and enhancement of therapeutic services in WAVE ensuring a comprehensive action plan grounded in respect of the budget available and on targets set for the service.
6. Review, revise and implement as appropriate necessary systems and processes to ensure quality clinical audit.
7. Ensure that the organisation has strong clinical governance systems in place for all therapeutic service delivery.
8. Work corporately with the senior management team to support and influence the development of service provision and to contribute to the achievement of organisational corporate objectives.
9. Establish effective links with other service practitioners as agreed with line management in respect of joint service planning, service improvement, performance management and risk management.
10. Lead or work in partnership with other members of the team as required to prepare funding bids, contract submissions or evidence based papers as agreed by the Management Board.
11. Ensure the organisational policies, procedures and guidelines are adhered to, including taking responsibility for keeping relevant policies and protocols up to date to meet the Management Board’s corporate and legal responsibilities.
12. Ensure that all evaluation systems and processes such as Core Net and Measure Your Own Medical Outcome Profile (MYMOP) are fully implemented and reports submitted to funders and to WAVE’s Data Officer for annual review.
13. Keep evaluation processes under review and implement any changes or processes that increase the robustness of measuring the impact of service delivery.
14. Maintain WAVE’s BACP organisational service accreditation and ensure that all quality assurance/monitoring procedures are fully completed including the submission of annual monitoring reports.
15. Ensure that the contractual team renew and maintain accreditation with the professional body, relevant to their therapeutic modality on a yearly basis.
16. To ensure that the contractual team renew and maintain and renew their annual liability insurance.

**Management Responsibilities:**

1. Develop and manage service delivery within own area of responsibility, ensuring effective and efficient deployment, utilisation and control of all resources whilst providing a high quality, responsive client focussed service.
2. Ensure effective and efficient maintenance records in accordance with date protection laws and manage the oversight, collection and analysis of information related to clinical services.
3. Provide line management to allocated therapeutic staff and contractual team.
4. Review line management undertaken by the Project Managers from WAVE’s Outreach Centres.
5. Provide line management to the Clinical Administrators in respect of financial administration, systems of evaluation, funder records/submission, client contact and appointment communication.
6. Source, monitor and keep under review external supervision provision for both staff and therapists including the outcomes of annual staff external supervision reports.
7. Review, implement, monitor and disseminate on an ongoing basis best-practice systems of risk management and suicide prevention across the organisation.
8. Lead as required the acquisition of a quality assurance process/kite mark for therapeutic services provision in WAVE.
9. Identify training and development opportunities that may best assist therapists in their work or in the planning of new programmes or initiatives.
10. Complete all monitoring and evaluation systems associated with organisational processes and funder requirements as timetabled and revise and enhance as appropriate the system currently being utilised.
11. Subject to Board approval implement fully the findings of independent evaluations in respect of therapeutic service provision.
12. Contribute to the update and enhancement of information sources for clients regarding therapeutic services in hard copy, IT and web based form.
13. Lead and/or contribute to the development of funding applications to include areas such as services, research proposals or therapeutic projects.
14. Engage in studies related to service delivery and improvement and prepare research papers for journal submission, conferences or seminars on areas related to WAVE’s work.
15. Prepare monthly reports for the Contract Review Sub Group and Management Board and any other papers as required.
16. To undertake any other reasonable duties as instructed by the Management Board.

**Trauma Education and Responsibilities**

1. Contribute to Trauma Education Pathways (including seminars and tutorials) by developing and delivering teaching and assessment activities at both undergraduate and post graduate level.
2. Be the Module Co-ordinator for the Treatment Modalities module on the Psychological Trauma Degree programme delivered by WAVE in partnership with Queen’s University Belfast. Areas of work include: lecture preparation and delivery, marking assignments and attending Examination Board meetings in liaison with the Director of Education.
3. Supervisor students and provide professional guidance as appropriate.
4. Review the continuing Professional Development of the therapeutic team and source suitable training and the associated budget to enable therapeutic staff to engage fully in any opportunities that arise.

**Assignment and Review Work:**

The Head of Clinical Services will report directly to the Director of Operations and will be accountable to the Chief Executive Officer. The post holder is expected to fulfil this role autonomously serving the entire organisation within the parameters of established policies and procedures.  Review of performance in the post is undertaken through the agreement of performance appraisal by the Chief Executive Officer, reviewed by the Management Board. A formal appraisal is undertaken on an annual cycle, however, the Director of Operations will engage in ongoing review of current development and progress on specific issues giving authority where necessary for the post-holder to proceed with matters outside the scope of his/her delegated authority.

**Most Challenging Part of the Job:**

1. Balancing the “strategic” and “operational” parts of the role.
2. Developing and aligning diverse clinical strategies and practices to achieve client gain.
3. Encouraging and supporting new ways of working.
4. Managing and maintaining a complex range of relationships.
5. Leading and developing on service provision becoming available through funding streams.

This job description outlines the core role of the Head of Clinical Services as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of victims and survivors and their families as the service develops.



**Person Specification**

**Job Title**: Head of Clinical Services

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| --- | --- | --- | --- |
| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| 1. **Qualification/Education**   (i)To have a recognised qualification to Masters Level or equivalent in psychotherapy, psychology, counselling or equivalent.  (ii)To be an accredited member of a psychotherapy or counselling organisation such as HCPC, UKCP, ICP, BACP or equivalent. | ✓  ✓ |  | **A**  **A** |
| 1. **Experience**   (i)A minimum of three years relevant experience in a healthcare leadership role or equivalent within the voluntary or statutory sector.  (ii)A minimum of three years demonstrable relevant managerial  experience.  (iii)Demonstrable experience of directly managing counselling or other therapeutic services.  (iv)Demonstrable experience of delivering training on therapeutic modalities/psychological trauma.  (v) Demonstrable experience of preparing timely and accurate reports for internal and external communication. | ✓  ✓  ✓  ✓ | ✓ | **A/I**  **A/I**  **A/I/T**  **A/I/T**  **A/I** |
| 1. **Skills and Abilities**   (i)Evidence of a practical understanding of developing and aligning diverse clinical strategies and practices to achieve client gain and support new ways of working.  (ii)Evidence of successfully leading the delivery of change through partnership working.  (iii)Evidence of influencing and facilitation skills at a  senior level.  (iv)Possess excellent oral and written communication skills. | ✓  ✓  ✓  ✓ |  | **A/I**  **A/I**  **A/I**  **A/I** |
| 1. **Other Requirements**   (i)Evidence of relevant continuous professional  development.  (ii) \*Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business). (\*This criteria will be waived in the case of an applicant whose disability prohibits driving but who is able to demonstrate an appropriate alternative means of meeting the mobility requirements of the post).  (iii) Have a willingness to work unsociable hours as required and be flexible. | ✓  ✓  ✓ |  | **A/I**  **A/I**  **A/I** |

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

**R = References**



**Outline – Terms and Conditions**

The following information represents the key terms and conditions of this post and should not be viewed as a Contract of Employment.

**Salary:** £40,057 per annum

**Place of work** This post will be based at WAVE, 5 Chichester Park South, Belfast, BT15 5DW.

**Hours of Work:** 37.5 hours per week which will be divided between direct practice and management duties.

**Travel:** You will be required to undertake travel as part of your role.

**Pay Periods:** You will be paid on the third last working day of the month.

**Probationary Period:** Normally six months.

**Holidays:** 23 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.

**Benefits:** 8% employer pension contribution

Mileage payable at 0.40p

External Supervision

Training and Development Programme.

**Smoking Policy:** WAVE operates a non-smoking policy.

**Pre employment Checks:** The successful candidate will be required to undertake pre- employment checks which will include an Enhanced Access NI Disclosure check and satisfactory references.