

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

**Applicant Information Pack**

**Outreach Case Worker, Derry Londonderry**



This post is funded by the Victims and Survivors Service through the Victims and Survivors Programme administered on behalf of the Executive Office.



Dear Applicant,

**Post: Outreach Case Worker, Derry Londonderry – Ref OCW/DL/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 please ensure you complete **all relevant sections to help us make our decision**. **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:Tuesday 20th June 2017 at 1.00 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, 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:** Outreach Case Worker

**Job Reference No.:** OCW/DL/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:** Outreach Case Worker

**Reports to**: Project Manager

**Key working relationships:**

**Internal contacts:**

* Management and staff
* Individuals and families (clients)
* Sessional personnel
* Volunteers

**External contacts:**

* Other community and voluntary organisations
* Statutory agencies

**Job Purpose:**

Responsible for the continuous assessment of needs for individuals and/or families bereaved, traumatised or injured as a result of the ‘Troubles’ in Northern Ireland on a cross community basis.

**Key Responsibilities:**

**Service Delivery**

1. To build and develop trusting and professional relationships with individual clients and/or their family members in all settings.
2. To complete a comprehensive assessment of needs for individual and families’ in line with WAVE’s model of practice.
3. Design an individual and/or family care support plan in consultation with the individual which addresses their identified needs and which facilitates independence and increases resilience.
4. Continually review and monitor care plans in conjunction with the client.
5. Respond to client requests for assistance by continuously assessing needs and providing information and referral services as appropriate.
6. Follow up on client referrals to WAVE in order to assess outcomes and provide additional services as required.
7. Ensure that the focus of your work is in response to identified need and liaise with members of the Centre team, other WAVE Centres and contractual service providers in providing a seamless range of support services to meet these needs.
8. Work in partnership with other sector and statutory agencies as required and where appropriate in response to individual’s needs. Where needs identified are not within the remit of WAVE provide a ‘signpost’ to appropriate service providers.
9. To undertake a minimum of 30 one to one outreach client support visits per month.

# Programme Delivery

1. Develop and plan a range of psycho-social and psycho-educational programmes to meet the needs of clients.
2. Evaluate the effectiveness of the design and delivery of programmes of work with clients and/or families and adapt these to improve service delivery based on learning acquired through this process.
3. Deal with aspects of tendering and procurement in accordance with organisational policies and procedures under the direction of the Centre Co-ordinator.
4. Initiate peer group support sessions as identified.
5. Raise clients’ awareness concerning internal and external training/funding opportunities and other initiatives available to meet their identified needs.

# Administration

1. Maintain records which illustrate all outreach activity, including chronological, accurate and current written client case notes consistent with client visits/contacts to reflect outcomes and needs. Also demonstrate progress by individual clients as per the organisation monitoring and evaluation systems and processes.
2. Ensure that the organisation’s monitoring and evaluation requirements are met within the confines of confidentiality.
3. Complete a monthly feedback form for inclusion in the centre monthly report. providing an analysis of all work undertaken.
4. Promote the aims and objectives of WAVE by contributing to marketing strategies i.e. Monthly Updates, Newsletters, Web Content and Annual Reports etc.
5. Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per the organisation’s Data Protection policy and procedures.

**General**

1. Ensure that your communication with people at all levels internally and externally to the organisation, both verbally and in writing is professional and appropriate at all times.
2. Ensure that you promote the ethos of the organisation and act as an Ambassador for the organisation at all times.
3. Undertake appropriate development work in keeping with the remit of WAVE under the direction of the Centre Co-ordinator.
4. Network with other voluntary and statutory agencies as necessary and appropriate in the course of your work as an Outreach Case Worker.
5. Attend all relevant work related meetings and participate positively in one to one supervision sessions.
6. Undertake evening and weekend work as required.
7. Promote and comply with all WAVE policies and procedures particularly with reference to health and safety and lone working.

This Job Description and Person Specification reflect the duties of the post as they exist at this time. The post holder may be required to undertaken other duties commensurate with the salary and competence requirements of this post from time to time as required.



**Outline - Terms and Conditions of Employment**

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

**Salary:** £23,398 per annum

**Hours of Work:** 37.5 hours per week (exclusive of a 45 minute lunch break).

Monday to Thursday 9.00 am to 5.00 pm

Friday 9.00 am to 4.30 pm

**Place of Work:** You will be based at 25-31 The Diamond, Derry Londonderry, BT48 6HP.

**Travel:** You will be required to travel to individual’s homes and other WAVE centres.

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

**Probationary Period:** Six months.

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

**Benefits:** 8% employer pension contribution

Mileage payable at 0.40p

External Supervision

Trauma training opportunities

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



**Person Specification**

**Job Title**: Outreach Case Worker

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| --- | --- | --- | --- |
| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| 1. **Qualification/Education**   (i) 2 GCSE’s to include English Language Grade C or above or relevant equivalent e.g. RSA/NVQ/GNVQ etc.  (ii) A minimum of a Level 2 Qualification in Health and Social Care, Health and Social Science or related area. | ✓  ✓ |  | **A**  **A** |
| 1. ***Experience***   (i) Aminimum of 2 years cumulative experience of working with adults in a formal care or community development setting. | ✓ |  | **A/I** |
| 1. **Knowledge**   (i) Demonstrable working knowledge of Microsoft Office to include Word, Excel, Outlook and Access.  (ii) Awareness of the factors impacting on, and the issues facing individuals and families accessing our services, e.g. isolation, anxiety, depression.  (iii) Working knowledge of collaborating with statutory and voluntary organisations. | ✓  ✓  ✓ |  | **T**  **A/I**  **A/I** |
| 1. **Skills and Abilities**   (i) Ability to accurately and clearly record case notes deploying the necessary standard of writing.    (ii) Ability to write reports.  (iii) Demonstrable understanding of the needs of individuals and/or families accessing WAVE services.  (iv) Experience of dealing with people in a sensitive and empathetic manner.  (v) Excellent group work facilitation skills. | ✓  ✓  ✓  ✓ | ✓ | **A/I/T**  **A/T**  **A/I**  **A/I**      **A/I** |
| 1. **Other Requirements**   (i) Currently registered with the Northern Ireland Social Care Council (NISCC)  OR  A willingness to register and be responsible for the initial registration fee and upkeep of annual renewal of registration.  (ii) Have a willingness to work unsociable hours as required and be flexible.  (iii)\*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). | ✓  ✓  ✓ |  | **A**  ✓  ✓ |

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

**R = References**