

***For the care and support of those bereaved, traumatised or injured***

***as a result of the Troubles/Conflict in Northern Ireland***

**Applicant Information Pack**

**Project Manager, Derry Londonderry**

**(Maternity Cover - up to 9 months)**



Dear Applicant,

**Post: Project Manager, Derry Londonderry – (Maternity Cover - up to 9 months)**

**Ref: PM/DLD/MAT/OCT/18/**

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 9th October 2018 at 1.00pm**

**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 has been developed in partnership with University College, Cork. Recruitment for this program is now open which is due to commence in January 2019.
* 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. This program has been expanded both in terms of Citizen Educators and availability to organisations, universities and regional colleges.

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 Education, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centres. In addition the organisation has a number of satellite projects operating across a range of venues in response to local need.



**Organisation Profile**

**Role Title:** **Project Manager, Derry Londonderry - Maternity Cover (Up to 9 months)**

**Reference No.:** **PM/DLD/OCT/18/**

**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.

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**Job Description**

**Job Title:** Project Manager - (Maternity Cover - up to 9 months)

**Reports to**: Director of Operations

**Responsible for**: Admin, Outreach, Health & Wellbeing, Welfare

**Based at**: 2nd Floor, 25-31 The Diamond, Derry Londonderry, BT48 6HP

**Key working relationships:**

**Internal contacts:**

* Management and staff
* Individuals and families (Clients)
* Volunteers

**External contacts:**

* Other community and voluntary organisations
* Statutory agencies
* Funders

**Job Purpose:**

The person appointed will have overall responsibility for the management, co-ordination and delivery of services for the Derry Londonderry Centre and its satellite projects, and will ensure that all activity timelines associated with the project are met and all targets are achieved.

**Main Duties and Responsibilities:**

# **Management**

1. To organise and line manage all staff and their day to day activities to facilitate the smooth running of the Derry Londonderry centre.
2. To lead regular staff/team meetings and provide the team with direction, guidance, vision, and motivation, recognising strengths and providing challenges.
3. To hold and minute one to one line management meetings with all staff on a monthly basis to discuss workload, action plans and forecast for the future ensuring targets are met.
4. To hold case review meetings with Psychotherapists and Complementary Therapists monitoring client progress and review ongoing need.
5. To hold monthly case review meetings with outreach and health and wellbeing staff to monitor client progress and review ongoing need.
6. To implement and uphold all WAVE policies and procedures ensuring appropriate care and safeguarding of employees and volunteers and to identify any further policies required.
7. To act as Designated Child Protection Officer in the Derry Londonderry Centre, adhering to the relevant policies and reporting mechanisms put in place by the organisation.
8. To act as Designated Health & Safety Officer in the Derry Londonderry Centre, adhering to the relevant policies and reporting mechanisms put in place by the organisation.
9. To contribute to the review, updating and implementation of organisational policies and procedures and ensure that all staff and volunteers receive training and guidance and fully adhere to all policies and procedures.
10. To assist in the recruitment and selection of Project staff acting as panel members at short listing and interview stages under the guidance of HR as and when required.
11. To provide induction of new staff and identify any training for staff and volunteers in the Derry Londonderry centre.
12. To conduct probation and appraisal meetings with staff for whom, they have a direct responsibility, in collaboration with HR.

**Finance and Administration**

1. To provide a comprehensive work plan and agree with the Director of Corporate Services, the budget relating to the Derry Londonderry centre and service area.
2. To manage the allocated budget in accordance with the organisations financial procedures.
3. To implement all financial policies and procedures fully, in particular ensuring that they meet audit standards.
4. To implement all aspects of tendering and procurement protocols for the Derry Londonderry Centre, in accordance with organisational policies and procedures.
5. To source other funding opportunities and complete funding applications as required to meet local service delivery needs in consultation with the Director of Operations.
6. To co-ordinate fundraising activities at centre and local level.
7. To liaise with funders in accounting for the provision and progress of the project and ensure ongoing monitoring and evaluation of programmes and the completion of qualitative and quantitative returns for funders as required.
8. To liaise with all centre service providers ensuring that all work invoiced has been undertaken as described and approve accordingly.
9. To produce monthly centre progress reports, statistical, monitoring and evaluation reports as and when required for the Management Board and relevant funders.

**Support Services**

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 referrals in order to assess outcomes and provide additional services as required.
7. Ensure that the focus of their 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 appropriate in response to individual’s needs.
9. To co-ordinate the overall planning and delivery of services ensuring key targets are met on time and to a high standard.
10. To guide staff in planning value for money services which reflect the ethos of the organisation.
11. To lead as appropriate one to one and group support programmes.
12. To evaluate the provision of support services to ensure continuous development of service improvements.
13. To implement and uphold WAVE policies and procedures ensuring appropriate care and safeguarding of all clients and to identify any further policies required.

**Community Profile**

1. To promote the services of WAVE identifying and highlighting needs and issues as they arise and extending services to those groups and communities currently without provision.
2. To promote trauma education accredited courses to clients, volunteers, clients of the community and statutory/voluntary organisations, under the guidance of the Trauma Education Department.
3. To liaise with relevant organisations, developing and maintaining professional working relationships with community or issue based networks, area partnerships, consortiums, support agencies and individual organisations.
4. To highlight victim and survivors’ issues affecting the community.
5. To undertake presentations, seminars and information workshops to raise awareness of the ongoing effects for individuals and their families of the legacy of the ‘Troubles’.

**Other**

1. To undertake such other reasonable duties as deemed necessary by the Management Board.
2. To act as a spokesperson when necessary, ensuring at all times the promotion of a positive and professional image of WAVE, which advocates the organisation’s mission, vision and values and which is not detrimental to the organisation inclusive values.
3. To contribute to the promotion of WAVE ensuring all public information and communication is in keeping with WAVE’s ethos and standards of practice.

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.



**Personnel Specification**

**Job Title**: **Project Manager** **Based at: Derry Londonderry**

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| --- | --- | --- | --- |
| **Selection Criteria** | **Essential** | **Desirable** | **Method of Assessment** |
| 1. **Qualification/Education**   (i) A minimum of a Degree level qualification in Community Development, Trauma, Health and Social Care, Social Work or a Health and Social Care related area. | ✓ |  | **A** |
| 1. **Experience**   (i)A minimum of two years’ experience of supervising staff or volunteers in a senior role.  (ii)Demonstrable experience of initiating, developing and sustaining programmes.  (iii)Experience of managing budgets.  (iv)Experience of working with people affected as a result of the ‘Troubles’ or experience of working with vulnerable groups.  (v)Experience of writing funding applications.  (vi)Experience of undertaking local fundraising initiatives. | ✓  ✓  ✓ | ✓  ✓  ✓ | **A/I**  **A/I**  **A/I**  **A/I**  **A/I** |
| 1. **Knowledge**   (i)Demonstrable working knowledge of Microsoft Office to include Word, Outlook Excel and Access.  (ii)Demonstrable knowledge of other voluntary and statutory organisations working in this field. | ✓  ✓ |  | **A/I**  **A/I** |
| 1. **Skills and Abilities**   (i)Excellent oral, written and presentation skills. | ✓ |  | **A/P** |
| 1. **Other Requirements**   (i)\*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**



**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:** £29,616 per annum.

**Duration:** Maternity Cover – up to 9 months.

**Place of Work:** You will be based at 2nd Floor, 25-31 The Diamond, Derry Londonderry, BT48 6HP

**Hours of Work:** 37.5 hours per week.

Monday to Thursday 9.00am – 5.00pm

Friday 9.00am to 4.30pm

**Travel:** You will be required to undertake home visits and attend training/meetings at our respective centres and other venues as and when required.

**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

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