



***For the care and support of those bereaved, traumatised
or injured as a result of the
'Troubles'/Conflict in Northern Ireland***

Applicant Information Pack

Outreach Caseworker

**Ballymoney
Full Time (37.5hrs)**



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 Caseworker, Ballymoney

Ref: OCW/BAL/APR25/

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.

If you intend to complete and return the Application Form, please also complete and return the enclosed MONITORING QUESTIONNAIRE. 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: Monday 28th April 2025 at 2.00pm
Completed forms should be returned to:-
recruitment@wavetrauma.org



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, substance abuse and in some cases when their grief became intolerable, suicide.

Over the last thirty 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 five 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 25,000 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, that staff member can access. These programmes have been refined and developed over 25 years and offer students a range of options to meet their learning needs. Trauma Education 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.
- Professional Development in trauma awareness and trauma informed practice for social work, midwifery and nursing students is delivered in partnership with the Schools of Social Work, Medicine and Nursing and Midwifery at Queen's University, Belfast.

WAVE has an extensive network of delivery processes across Northern Ireland. The organisation operates from six Outreach Centres in: Belfast, Armagh, Omagh, Ballymoney, Derry Londonderry and Killough and services such as Outreach Casework, Health and Wellbeing, Psychotherapy/Counselling, Advice/Welfare, Trauma Education, Personal Development, Training Opportunities and Complementary Therapies are available from all its Centres. The organisation also has a number of satellite projects operating across a range of venues in response to local need. We also source services for those directly affected living outside of Northern Ireland.

Most recently WAVE are delighted to be able to deliver an extensive support programme for survivors of Historical Institutional Abuse (HIA) and the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW). This will include a range of evidence based therapeutic, outreach and health and wellbeing support, welfare, educational programmes and support activities. Services will be delivered through our five regional centres and from our satellite projects to those survivors of HIA and the MBMLW living in Northern Ireland, Ireland, GB and further afield.

Organisation Profile

Job Title: Outreach Caseworker

Job Reference No.: OCW/BAL/APR25/

WAVE Trauma Centre's Mission and Values:

Mission: WAVE's Mission is to:-

- Serve people directly affected by the Troubles/Conflict in Northern Ireland, survivors of Historical Institutional Abuse (HIA) and survivors of the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW).
- 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.
- Empowerment of survivors of Historical Institutional Abuse and Mother and Baby, Magdalene Laundries and Workhouses.
- 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 Caseworker

Reports to: Regional 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.

Main Duties and Responsibilities:

Service Delivery:

- Build and develop trusting and professional relationships with individual clients and/or their family members in all settings.
- Complete a comprehensive assessment of needs for individual and families' in line with WAVE's model of practice.
- 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.
- Continually review and monitor care plans in conjunction with the client.
- Respond to client requests for assistance by continuously assessing needs and providing information and referral services as appropriate.
- Follow up on client referrals to WAVE in order to assess outcomes and provide additional services as required.
- 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.

- 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.
- Undertake a minimum of 30 one to one outreach client support visits per month.

Programme Delivery:

- Plan and organise a range of psycho-social and psycho-educational programmes to meet the needs of clients.
- 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.
- Deal with aspects of tendering and procurement in accordance with organisational policies and procedures under the direction of the Project Manager.
- Initiate peer group support sessions as identified.

Business Improvement and Quality Management:

- Ensure adequate and appropriate case notes/record keeping is undertaken and that relevant on line electronic databases are updated on a regular basis according to set time frames and adhere to policies and procedures.
- Record, monitor and evaluate client progress according to measurable goals described in their individual care plan.
- Ensure that all care plans, records and associated processes are maintained to the high standard required for auditing, monitoring and evaluation.
- Manage the security/processing of sensitive and confidential client information in keeping with the requirements of GDPR legislation.
- Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per WAVE's Data Protection policy and procedures.
- Report immediately to the Line Manager any concerns regarding client service delivery, including any potential risk to clients, staff or others, or any child/adult protection concerns or any matters impacting on victims and survivors.
- Adhere to WAVE Risk Management procedures and protocols.
- Report immediately to the Line Manager any matter or concerns that may constitute reputational risk to WAVE.
- Actively encourage participation of victims and survivors in reviewing and modernising current services and service development.

- Promote a culture of continuous service improvement through the appropriate sharing of constructive feedback, case studies or testimonies and work with relevant statutory, community and voluntary sector organisations to implement improvements.

Personal Development, Performance and Professionalism:

- Maintain high standards of personal accountability and ethical practice which are aligned with WAVE's values, ethos and policy and procedural frameworks.
- Ensure that the ethos of WAVE is promoted and that you act as an Ambassador for the organisation at all times.
- Facilitate liaison with professional and senior management within stakeholder organisations.
- Maintain annual renewal of Northern Ireland Social Care Council (NISCC) registration.
- Maintain and record continuous professional development in accordance with the conditions associated with NISCC (to include recording any training undertaken, participation on forums or any personal reading i.e. journals, articles, books etc) that is required in order fulfil the obligations of NISCC.

Other:

- Undertake training as required.
- Undertake as required any work identified by the Line Manager, Chief Executive Officer or Management Board.
- Attend WAVE staff, service delivery and other meetings as required.
- Any other reasonable duties requested by the Line Manager, Chief Executive Officer or Management Board.

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



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:	£31,067 per annum.
Hours of Work:	37.5 hours 9.00am to 5.00pm Monday – Thursday 9.00am to 4.30pm Friday
Place of Work:	3 days in Ballymoney (13 Castlecroft, Main Street) 1 day in Ballymena 1 day working from home
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:	Normally six months.
Annual/Holidays:	25 days per annum (increasing with service) 11 statutory days with additional governmental nominated days. The leave year operates from April to March.
Benefits:	8% employer pension contribution Mileage payable at 0.45p External Supervision Training and Development Programme Employee Support Package which includes: <ul style="list-style-type: none">• Increased annual leave.• Christmas Eve off (if falls with working week)• A one off 3 days award for a significant life changing event (moving house, marriage, civil partnership ceremony, graduation, holiday etc).• Healthcare plan
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.

Person Specification

Job Title: Outreach Caseworker

Location: Ballymoney

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.	✓		A
(ii) A minimum of a Level 2 Qualification in Health and Social Care, Health and Social Science or related area.	✓		A
2. Experience			
(i) A minimum of 2 years' experience of working with adults in a formal care or community development setting.	✓		A/I
3. Knowledge			
(i) Demonstrable working knowledge of Microsoft Office to include Word, Excel, Outlook and Access.	✓		T
(ii) Demonstrable awareness of the factors impacting on, and the issues facing individuals and families accessing our services, e.g. isolation, anxiety, depression.	✓		A/I
(iii) Demonstrable working knowledge of collaborating with statutory and voluntary organisations.	✓		A/I
4. Skills and Abilities			
(i) Ability to accurately and clearly record case notes deploying the necessary standard of writing.	✓		A/I/T
(ii) Ability to write reports.	✓		A/T
(iii) Demonstrable understanding of the needs of individuals and/or families accessing WAVE services.		✓	A/I
(iv) Demonstrable experience of dealing with people in a sensitive and empathetic manner.	✓		A/I
(v) Excellent group work facilitation skills.		✓	A/I

<p>5. Other Requirements</p> <p>(i) Currently registered with the Northern Ireland Social Care Council (NISCC)</p> <p>OR</p> <p>A willingness to register and be responsible for the initial registration fee and upkeep of annual renewal of registration.</p> <p>(ii) Have a willingness to work unsociable hours as required and be flexible.</p> <p>(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).</p>	<p><u>✓</u></p>		<p>A</p>
	<p><u>✓</u></p>		<p>A</p>
	<p><u>✓</u></p>		<p>A</p>

A = Application Form
R = References

I = Interview

P = Presentation

T = Test