



BROOKE HOUSE

**Candidate Information Booklet**  
**Health & Well Being Coordinator**  
(REF: ELY18BH2)

**Closing Date for Applications**  
**Friday 19<sup>th</sup> October 2018 at 5:00**  
**PM**



HM Treasury

**Job Title:** Health and Well Being Coordinator, Brooke House

**Organisation:** The Ely Centre

**Location:** Colebrooke Estate, Brookeborough, BT94 4DW

**Salary:** £26,470 + 5% Employer Pension Contribution

**Post:** Full-time / Fixed Term Contract 31<sup>st</sup> March 2021

**Reports to:** Project Director

### **Background**

The Ely Centre is a Registered Charity specialising in the provision of multi-disciplinary support services for civilians, security force personnel and their families, who have experienced bereavement and injury as a result of the “Troubles” in Fermanagh and Tyrone.

The Ely Centre is committed to serving innocent victims and survivors, ex-service personnel, their families, and carers, by providing evidenced based outcome focused treatments, prevention and support services that address issues of declining psychological and physical health, and social and financial difficulties arising as a result of terrorism.

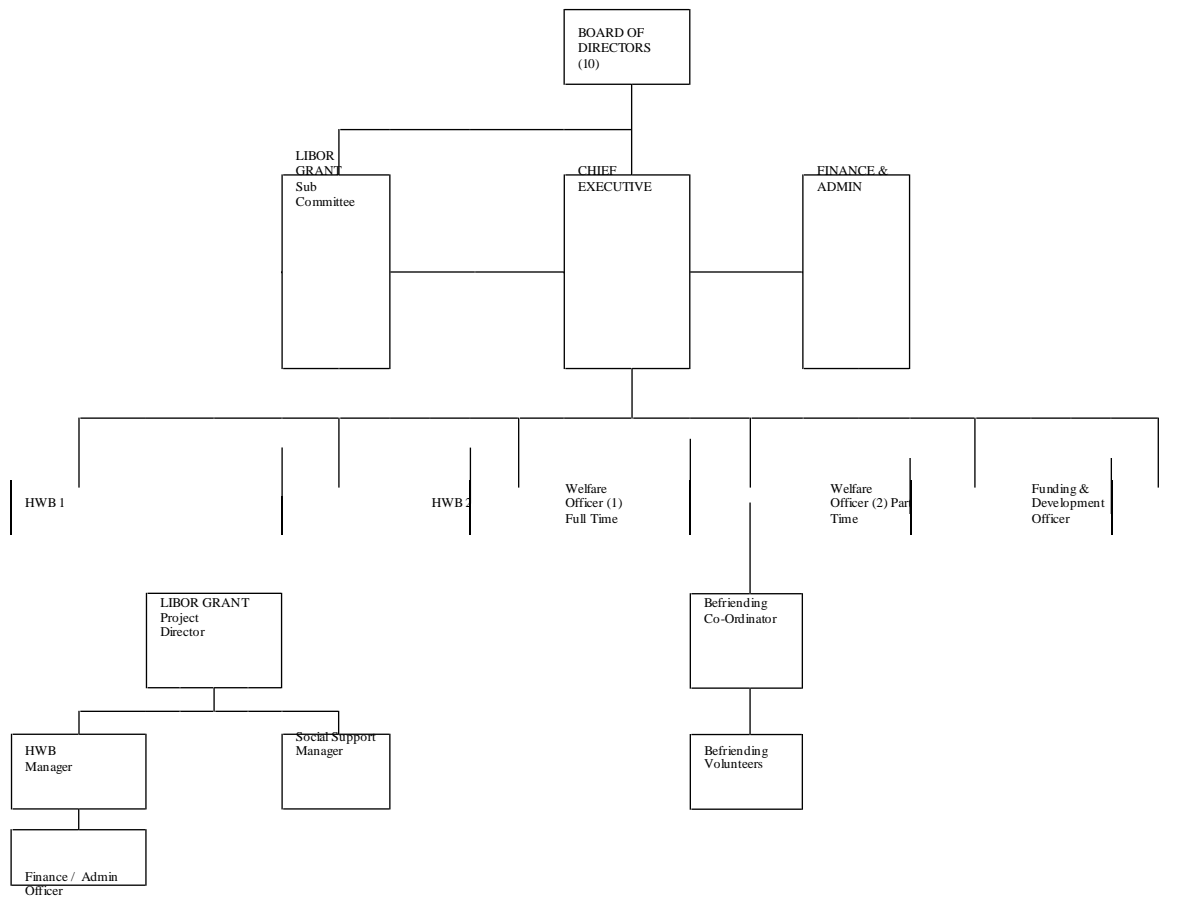
This post has been funded by the Libor Fund, administered through HM Treasury to support the physical and mental wellbeing of injured Police Officers and tri service personnel post 2008 and their families in Northern Ireland.

### **Purpose of the Role**

As a key member of the Senior Management Team, the Health and Wellbeing Coordinator will take responsibility for establishing and managing the quality and effectiveness of all health and wellbeing services at Brooke House.

The Health and Wellbeing Coordinator will have management responsibility for sessional practitioners operating in the health and wellbeing function. Reporting to the Chief Executive and Project Director, the Health and Wellbeing Coordinator will represent the Ely Centre as a credible ambassador, developing and managing necessary relationships with key stakeholders.

## Organisational Structure of the Ely Centre



## **Job Description**

The key elements that constitute the role of the Health and Wellbeing Coordinator for the Brooke House Project are as follows:

### **Management of Brooke House Health and Wellbeing Services**

- Provide outcomes based monitoring and evaluation of all Health and Wellbeing services.
- Develop and coordinate the Health and Wellbeing Referral Partner network.
- Lead the development and delivery of a Health and Well Being support service to project target groups.
- Commission support or services to meet assessed needs through Service Level Agreements and contracts with a range of statutory, voluntary and community sector providers.
- Liaise directly with all key stakeholders.
- Undertake any other duties on behalf of the Project as assigned by the Chief Executive Officer
- To exercise a key leadership role in positioning The Ely Centre's Brooke House Project as a leading provider in the provision of health and wellbeing services to ex-security force personnel.
- Assist the project board in the development and delivery of a visionary project supporting ex security force personnel and their families who have been injured as a result of the Northern Ireland Troubles.

### **Leadership**

- Work closely with the Project Director to collectively meet the Business Plan target of Brooke House.
- Provide effective professional leadership in delivering the strategic and business plans.
- Demonstrate an inclusive style of leadership which motivates staff, develops commitment, encourages innovation and builds positive relationships with stakeholders, clients and individuals.
- Demonstrate a high level of personal integrity and maintain professional standards throughout the organisation.

## **Communication and Engagement**

- Provide effective and timely advice and information to the Chief Executive Officer, the Board, other members of the Senior Management Team, partner groups and all relevant stakeholders.
- Provide support for plans and programmes and demonstrate the ability to problem solve innovatively
- Contribute to the development of effective working relationships with other bodies exercising functions relating to the target groups.
- Establish good working relationships and effective communication with partner groups and all relevant stakeholders.
- The main focus of this relationship will be to promote the delivery of health and wellbeing services to injured security force personnel.

## **Policy and Strategy**

- To ensure the Ely Centre and the Brooke House Project exercise a position of authority and expertise in issues facing innocent victims and security force personnel with a wide range of audiences.
- Support the Chief Executive Officer and the Board, for business planning purposes, ensuring that the outcomes contained within the plans align to statutory priorities.

## **Personal Development, Performance and Professionalism**

- Endeavour to ensure the ongoing confidence of Ely Centre stakeholders, maintaining high standards of personal accountability.
- Develop interpersonal skills and self-motivation required to facilitate liaison with practitioners and management within the organisation.
- Work outside standard business hours (9am-5pm) may be required on occasion: the successful candidate will therefore need to be flexible in terms of availability.
- Additional duties, appropriate to the grade, at the request of management may be allocated.

## **Experience**

- A proven track record of developing, contracting and managing Health and Well Being service, partnership working, project planning and implementation.
- Demonstrate ability of strategic and operational planning, KPI setting, risk management, performance monitoring and evaluation.

**The foregoing is a broad range of duties and is not intended to be a complete description of all tasks, but rather to clearly define the fundamental purpose, responsibilities and dimensions for the role. It is important to note that the responsibilities may change to meet the evolving needs of the Ely Centre. Employees are expected to undertake any and all other reasonable and related tasks allocated by line management.**

## **Essential Criteria**

Applicants should be aware that after an eligibility sift, should it be necessary to shortlist candidates to go forward to interview, this will be done by carrying out an objective evaluation of the information provided by candidates against the eligibility criteria, so that only those candidates who best demonstrate they meet the criteria, will be invited to interview.

If an applicant does not provide sufficient detail against each individual criterion, including the appropriate dates required to meet the eligibility criteria, the selection panel will reject the application.

### **By the closing date for applications candidates must have:**

1. A third level qualification in a relevant area

OR

A minimum of 1 year's management experience, in an organisation that delivers a programme of services to the public, either directly or through external delivery agencies.

AND

A minimum of 1 years' experience of assessing and responding to trauma at operational levels.

2. Experience of developing and maintaining productive working relationships with a wide range of stakeholders at senior levels and service users.
3. A current UK Driving License with access to a car. This will be waived in the case of an applicant whose disability prohibits driving but who is able to propose suitable alternative arrangements.

## **Desirable Criteria**

The selection panel may also use the following criteria at the application sift stage:

1. Demonstration of awareness of the impact of trauma and issues affecting ex-security force personnel and their families victims and survivors of the Northern Ireland conflict/troubles.
2. Demonstration of knowledge of best practice in working with vulnerable groups.
3. Demonstration of awareness of the voluntary and community and statutory sectors.

**NOTE:** Clear evidence should be provided of all the elements of each criterion in the application form, giving specific length of experience, examples and dates. It is not sufficient to simply provide a list of duties and responsibilities. The selection panel will not make assumptions from the title of an applicant's post or the nature of the organisation, as to the skills and experience gained



## **Personal Specification**

### **General**

The characteristics and overall level of knowledge and skills which have to be most commonly applied in this role include the provision of comprehensive knowledge, professional advice and authoritative recommendations on a diverse range of matters pertaining to the strategic and operational activities of The Ely Centre.

The post holder must be an analytical, strategic and conceptual thinker with strong interpersonal skills to influence stakeholders. The post holder will also need to possess the drive and ability to develop, manage and maintain important networks, whilst implementing change.

The role holder must have experience of participating in top level meetings and understanding the associated protocols. There must be a proven track record of successfully forging, managing and maintaining constructive working relationships with all stakeholders to develop solutions to difficult or contentious issues.

### **People**

Developing, maintaining and enhancing effective working relationships with a wide range of external contacts which will include members of the public, the statutory and voluntary/community sector, colleagues and other appropriate stakeholders. The post holder must possess excellent people management, influencing and negotiation skills.

### **Planning and Organising**

Planning and organising of work to ensure the most effective use of available time and resources. Obtaining and organising information and resources to support work activities in line with policies and procedures, along with working to tight deadlines and having the ability to work under pressure.

### **Problem Solving**

Identifying and interpreting problems, generating solutions and taking appropriate actions to deliver solutions.

### **Information and Communication**

Ability to communicate effectively both orally and in writing. Having the ability to receive, process and gather relevant and at times, complex information and to communicate information and advice in a manner that is understood, is timely and is tailored to the needs of the recipient. Excellent communication and interpersonal skills are necessary as the role will include the delivery of formal presentations.

## **Guidance for Making your Application**

The application form is designed to ensure that applicants provide the necessary information to determine how they meet the competition requirements and the essential/desirable criteria.

The space available on the application form is the same for all applicants and must not be altered.

The Ely Centre will not accept CVs, letters, additional pages or any other supplementary material in place of, or in addition to, completed application forms.

Applicants must complete the application form in Arial font 12, or legible, block capitals.

Applicants must not reformat application forms.

Information in support of your application will not be accepted after the closing date for receipt of applications.

Do not use acronyms, complex technical detail, etc. Write for the reader who may not know your employer, your branch or your job.

Relevant or equivalent qualifications – If you believe your qualification is equivalent to the one required, the onus is on you to provide the panel with details of modules studied, etc. so that a well-informed decision can be made.

It is essential that all applicants demonstrate on their application form how and to what extent their experience and skills are relevant to this post and the extent to which they satisfy each of the essential and desirable criterion specified. If you do not provide sufficient detail, including the appropriate dates needed to meet the criteria, the selection panel will reject your application.

The examples you provide should be concise and relevant to the criteria. This is very important as they may be discussed at interview and you may need to be prepared to talk about them in detail if you are invited to interview. It is your unique role that the panel are interested in, not that of your team or division.

The Ely Centre will not make assumptions from the title of the applicant's post or the nature of the organisation, as to the skills and experience gained.

### **Application Form Submission**

Completed applications can be submitted by post or delivered by hand to the Ely Centre, 52 Forthill Street, Enniskillen, Co. Fermanagh, BT74 6AJ.

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

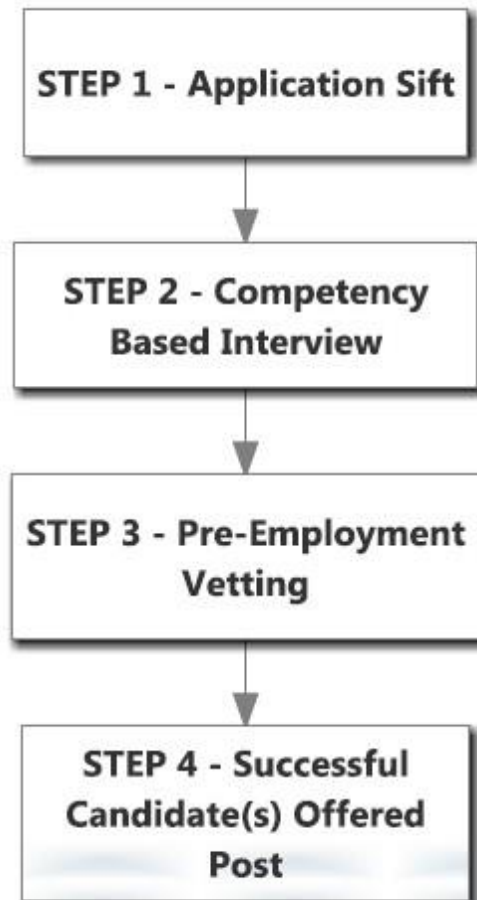
Applicants using Royal Mail should note that 1<sup>st</sup> class mail does not guarantee next day delivery. It is the responsibility of the applicant to ensure that sufficient postage has been paid to return the form to the Ely Centre to meet the required deadline.

Completed application forms cannot be submitted electronically.

The Ely Centre will not accept any application where there has been a shortfall in postage.

Should you have any queries please contact the Ely Centre on 028 6632 0977.

## **Application Process**



### **Interview Guidance for Applicants**

At interview, the selection panel will assess candidates against the behavioural competences, qualifications and experience for the post. It is anticipated that the interviews will take place in **Week Beginning 22<sup>nd</sup> October** at Colebrooke Park Estate, Brookeborough.

**If this is your first experience of a competence-based interview, bear in mind that it does not require you to:**

- Talk through previous jobs or appointments from start to finish.
- Provide generalised information as to your background and experience.
- Provide information that is not specifically relevant to the competence the question is designed to test.

A competence-based interview does however require you to:

Focus exclusively in your responses, on your ability to fulfil the competences required for the effective performance in the role.

Provide specific examples of your experience in relation to the required competence areas.

### **Further Appointments from this Competition**

Where a further position in the Ely Centre 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.

### **Job Share**

Job share opportunities will be available for successful candidates.

### **Disability Requirements**

The Ely Centre will ask on the application form if you require any reasonable adjustments, due to disability, to enable you to attend any part of the assessment process. Details of any disability are only used for this purpose and do not form any part of the selection process. If you are successful in the selection process and are being considered for appointment, you may be required to outline any adjustments you consider necessary in order for you to take up an appointment. If you wish to discuss your disability requirements further, please contact the Office on 028 6632 0977.

### **Feedback**

The Ely Centre is committed to providing feedback in respect to decisions taken in determining eligibility/short-listing as well as at interview. Feedback will be communicated on receipt of a written request. All requests for feedback are welcome.

## **Equality Opportunity Monitoring Form**

**Please note this form is regarded as part of your application and failure to complete and return it will result in disqualification.**

The information is used for monitoring purposes only. All applications for employment are considered strictly on the basis of merit.

The Ely Centre complies with relevant Equal Opportunities legislation and policies.

Please complete the monitoring form and return along with your application.

### **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);
- Proof of qualifications (original certificates);
- 2 satisfactory references (References will not be sought until after the final stage of the assessment process);
- Enhanced AccessNI criminal record check (unspent convictions only). Successful candidates will not be appointed to post prior to this being completed.