



***Providing support to survivors of the  
Mother and Baby Institutions, Magdalene Laundries  
and Workhouses (MBMLW)***

## **Applicant Information Pack**

**Administrator (MBMLW)  
Glengormley / Belfast**

**Full Time  
(37.5hrs per week)**



*These posts are funded by the Victims and Survivors Service through the Victims and Survivors Programme administered on behalf of the Executive Office.*



Dear Applicant,

**Post: Administrator (MBMLW), Glengormley / Belfast**

**Ref: AD/GG/MAY24/**

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).

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. 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  
Regional HR Manager

**PLEASE NOTE: CLOSING DATE: Extended deadline –**  
**Wednesday 5<sup>th</sup> June 2024 at 1.00 pm**  
**Completed forms should be returned to**  
**[recruitment@wavetrauma.org](mailto: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 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 20,000 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 five Outreach Centres in: Belfast, Armagh, Omagh, Ballymoney and Derry Londonderry 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 Centre's.

In August 2021 WAVE opened a new residential centre in Killough, County Down. In addition, the organisation 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

**Role Title:** Administrator (MBMLW) Glengormley / Belfast

**Reference No.:** AD/GG/MAY24/

### **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 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 Institutions, 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

<b>Job Title:</b>	Administrator (MBMLW)
<b>Reports to:</b>	Lead Caseworker
<b>Location:</b>	Based at WAVE, 314 Antrim Road, Glengormley, BT36 5EG Although may be expected to work from 5 Chichester Park South, Belfast, BT15 5DW

### Key working relationships:

#### Internal contacts:

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

#### External contacts:

- Community, voluntary and statutory organisations

### Job Purpose:

To provide effective and efficient administrative support to the Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW) staff team.

### Main Duties and Responsibilities:

#### Administration:

- Provide administrative, clerical and secretarial support to the team.
- Receive incoming calls and recording messages efficiently.
- Complete general clerical duties e.g. organising and maintaining filing systems, sorting and distributing mail, other documents and information.
- Respond to emails/correspondence on behalf of the organisation and signpost to relevant staff as required.
- Greet clients, volunteers, and representatives of other agencies/organisations in a friendly and professional manner and provide hospitality as required.
- Act as initial contact for all people who wish to avail of WAVE's services to include reception duties and the completion of initial assessment forms and enter them onto the Advice Pro system (WAVE's client data management system).

- Coordinate room booking appointments for both staff and clients.
- Upload all referrals to Advice Pro that are received by both post and email to include follow up with the contact organisation if more information is needed to support the referral.
- Run monthly, annual and quarterly reports on Advice Pro.
- Undertake all aspects of procurement as per the organisation's procurement policy.
- Administer weekly counselling and complementary therapy appointments for MBMLW clients, including communication with clients, therapists and relevant staff.
- Undertake the checking of counselling and complementary therapy for MBMLW invoices.
- Assist with researching services in N.I., South of Ireland, England and further afield for MBMLW clients. This may include identifying counsellors, complementary therapists, disability aids, physiotherapists and/or memberships.
- Record evaluation data for counselling and complementary therapy services.
- Complete general clerical duties e.g. organising and maintaining filing systems, sorting and distributing mail, other documents and information.
- Gather basic information from clients via telephone.

#### **Business Improvement and Quality Management:**

- Fully utilise Windows XP/Windows 7 and all aspects of Microsoft Office Suite for all processing of documents, letters and reports, emails and data input and retrieval.
- Undertake all photocopying, filing, shredding etc as required.
- Ensure electronic databases are updated on a regular basis according to set time frames and adhere to policies and procedures.
- 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.

**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.

**Other:**

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

This job description outlines the core role of an Administrator 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.



**Personnel Specification**

**Job Title:** Administrator (MBMLW)

**Based at:** Glengormley/Belfast

<b>Selection Criteria</b>	<b>Essential</b>	<b>Desirable</b>	<b>Method of Assessment</b>
<b>1. Qualification/Education</b>			
(i). 2 GCSE's at Grade C or above (or equivalent) one of which must be English Language	✓		A
(ii). 4 GCSE's at Grade C or above (or equivalent)		✓	A
(iii). OCR/RSA Stage 2 (Parts I & II) Word Processing or equivalent OR The ability to demonstrate same level of competence	✓		A/T
<b>2. Experience</b>			
(i). A minimum of one years' experience of working in an administrative role within an office environment	✓		A/I
(ii). A minimum of one year's experience of working with vulnerable clients		✓	A/I
(iii). Experience of maintaining a database	✓		A/I
<b>3. Knowledge</b>			
(i). Demonstrable working knowledge of Microsoft Office to include Word, Outlook, Access and Excel	✓		A/T
<b>4. Other Requirements</b>			
(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    R = References**



## **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.

<b>Salary:</b>	£24,702 per annum
<b>Place of Work:</b>	Based at WAVE, 314 Antrim Road, Glengormley, BT36 5EG Although may be expected to work from 5 Chichester Park South, Belfast, BT15 5DW
<b>Hours of Work:</b>	37.5hrs per week Monday to Thursday 9.00am –5.00pm Friday 9.00am – 4.30pm
<b>Travel:</b>	You will be required to travel to our respective centres and other venues for trainings/meetings etc. as and when required.
<b>Pay Periods:</b>	You will be paid on the third last working day of the month.
<b>Probationary Period:</b>	Normally six months.
<b>Benefits:</b>	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"><li>• Increased annual leave.</li><li>• Christmas Eve off (if falls with working week)</li><li>• A one off 3 days award for a significant life changing event (moving house, marriage, civil partnership ceremony, graduation, holiday etc).</li><li>• Healthcare cashback plan</li></ul>
<b>Smoking Policy:</b>	WAVE operates a non-smoking policy.
<b>Pre-employment Checks:</b>	The successful candidate will be required to undertake pre-employment checks which will include an Enhanced Access NI Disclosure check and satisfactory references

