

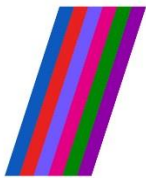


***For the care and support of those bereaved, traumatised  
or injured as a result of the  
'Troubles'/Conflict in Northern Ireland***

**Applicant Information Pack**

**Advocacy Support Manager**

**Full Time (37.5hrs)**



**PEACEPLUS**  
Northern Ireland - Ireland

Co-funded by the



European Union



UK Government

**VS** VICTIMS &  
SURVIVORS  
SERVICE

*A project supported by the PEACEPLUS Programme,  
managed by the Special EU Programmes Body (SEUPB).*



Dear Applicant,

**Post: Advocacy Support Manager**

**Ref: ASM/REG/NOV24**

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. 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  
Head of Human Resources

**PLEASE NOTE: CLOSING DATE: Friday 29<sup>th</sup> November 2024 at 5.00 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 Centres. In August 2021 WAVE opened a 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

**Job Title:** Advocacy Support Manager

**Job Reference No.:** ASM/REG/NOV24

### **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:** Advocacy Support Manager

**Job Reference No.:** ASM/NOV24/

**Reports to:** Director of Operations

**Location:** To be confirmed on appointment

**Key working relationships:**

**Internal contacts:**

- Management and staff
- Individuals and families (Clients)

**External contacts:**

- Other community and voluntary organisations
- Statutory agencies
- VSS

**Background:**

The PEACEPLUS programme is a unique cross border structural funding programme aimed at reinforcing progress towards a peaceful, stable and prosperous society in Northern Ireland and the border countries of Ireland, PEACEPLUS has been designed to build upon the achievements of the previous PEACE IV programme.

The PEACEPLUS Programme is support by the European Union, the UK Government, the Northern Ireland Executive and the Irish Government. It is managed by the Special EU Programmes Body (SEUPB).

PEACEPLUS comprises six themes, which are outlined below:



VSS is delighted to have been named as the **Lead Partner** for **Theme 4 (Investment Area 3 – ‘Victims and Survivors’)** of the new PEACEPLUS Programme.

Investment Area 3 (Victims and Survivors) of Theme 4 (Healthy and Inclusive Communities) aims to further build on the health and wellbeing support and services delivered to victims and survivors of the Troubles/conflict as part of our previous PEACE IV project.

The **objective** of this Theme & Investment Area is to contribute to the creation of a more cohesive society through an increase in the provision of **Health and Wellbeing** and **Advocacy Support** for victims and survivors.

The Advocacy Support Programme is delivered by VSS – Pulse Partnership of which WAVE Trauma Centre is one of the delivery partners. The programme ensures that victims and survivors have access to high quality practical support when engaging with institutions/legacy mechanisms.

### **Purpose of the Role:**

This role will provide high level of leadership, management and supervision in relation to the Advocacy Support Service. This will include close liaison with other Caseworkers and Managers to ensure involvement at a regional level. Advocacy practitioners will also support victims and survivors in other areas such as the recording of lived experience.

### **Responsibilities:**

#### **Co-ordination and Delivery of Advocacy Services**

- Manage the Advocacy Support Programme, ensuring progression of recruitment and development of networks of communication.
- Research and report information in relation to the implementation of the Advocacy Support Programme and provide briefing material as required.
- Ensure that all resources are safeguarded and are used economically, efficiently and effectively.
- Manage the daily operations of the Advocacy Support Programme through the use of appropriate systems, processes, policies, procedures and practices to meet the needs of victims and survivors.

#### **People Management and Leadership**

- Work in collaboration with HR in the recruitment and induction of new staff.
- Ensure there is a fully trained staffing complement within the Advocacy Support Programme team.
- Effectively manage and plan staffing resources.
- Allocate and monitor the workload of Advocacy Support Caseworker(s).
- Provide clear direction, effectively build capacity and manage change for the organisation to address current and future challenges.
- Demonstrate an inclusive style of leadership which motivates staff, develops commitment and encourages innovation.
- Ensure that all other staff are kept fully aware of all relevant developments relating to the work of the Advocacy Support Programme to ensure that all aspects of the work is properly coordinated and that there is no unnecessary overlap or duplication of work.

- Represent the organisation at public meetings, conferences and subgroups.
- Ensure that senior management and staff are kept fully aware of all relevant developments relating to the Advocacy Support Programme to ensure that all aspects of the work are properly co-ordinated and that there is no unnecessary overlap or duplication of work.

### **Casework - Advocacy and Legacy Documentation Process**

- Provide families with information about relevant statutory and other organisations to help them make a properly informed judgement on engaging with such organisations, and to help them to consider all options available to them.
- Prepare families for and facilitate meetings with relevant organisations, who can assist their case.
- Commence at the start of each case a Legacy Documentation file which fully documents a case with case details; statements; timeline to contextualise the incident; pictures or other details from the family; and any public records. It should also include information family members are seeking.
- Assist individuals both bereaved and injured in accessing all documentation pertaining to their individual case that may assist them in legacy processes.
- Maintain and update files on each case, and ensure all files are properly archived and recorded into a single publicly accessible record.
- Research individual cases to ensure that families and WAVE are fully prepared for meetings with relevant agencies and that the information is fully captured in a Legacy Documentation file.
- Correspond with any relevant bodies to gather information on each case.
- Organise meetings with client groups and/or families for the purposes of sharing information or planning events.
- Conduct research with families to document the impact of the Conflict related incident and broader issues that provide a contextual background to cases for inclusion in the Legacy Documentation process.

### **Monitoring and Evaluation**

- Develop and manage the systems for ensuring that all key programme targets are met, with respect to agreed outputs, outcomes and financial targets.
- Develop and manage the systems for monitoring and reporting programme activity to the VSS and to SEUPB.
- Ensure the appropriate financial procedures, guidance notes, controls and structures are in place for the effective, efficient and economic management of the Advocacy Support Programme in line with PEACEPLUS funding guidance.



- Contribute to the planning, agreement and monitoring of financial and non-financial targets and key performance indicators.

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

- Ensure adequate and appropriate case notes/record keeping is undertaken and that relevant online electronic databases are updated on a regular basis according to set time frames and adhere to WAVE, VSS and SEUPB policies and procedures.
- Record, monitor and evaluate client progress according to measurable goals.
- Ensure that all records and associated processes are maintained to the high standard required for auditing, monitoring and evaluation by WAVE, VSS and SEUPB.
- Manage the security/processing of sensitive and confidential client information in keeping with the requirements of the Data Protection Act.
- Ensure that all records, manual and/or computerised are held securely and all information is treated as confidential as per the 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 protection concerns or any matters impacting on victims, survivors and/or their families.
- 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 and their families 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 and record continuous professional development (to include recording any training undertaken, participation on forums or any personal reading i.e. journals, articles, books etc).

**Other:**

- Undertake training as required by the Line Manager or organisation.
- Attend WAVE staff and other meetings as required.
- Any other reasonable duties requested by the Line Manager, Chief Executive Officer and/or Management Board.

This job description outlines the broad range of duties associated with the role of the Advocacy Support Manager as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of victims and survivors and their families as the service develops and it is important to note that the responsibilities may change to meet the evolving needs of the organisation.



## Person Specification

**Job Title:**      **Advocacy Support Manager**

By the closing date for applications, candidates must be able to demonstrate:

Selection Criteria	Essential	Desirable	Method of Assessment
<b>1. Qualification/Education</b>			
(i). Possess a relevant (Level 6) University Degree.	<u>✓</u>		<b>A/I</b>
<b>plus</b> 3 years' experience of providing advocacy and advice to clients who may be perceived as vulnerable engaged in processes with statutory agencies.	<u>✓</u>		<b>A/I</b>
<b>OR</b>			
5 years' experience of providing advocacy and advice to clients who may be perceived as vulnerable engaged in processes with statutory agencies.	<u>✓</u>		<b>A/I</b>
<b>2. Experience</b>			
(i) A minimum of 3 years' experience of working at a middle/senior management level.	<u>✓</u>		<b>A/I</b>
(ii) A minimum of 3 years' practical experience collating and analysing complex information and writing reports.	<u>✓</u>		<b>A/I</b>
(iii) A minimum of 3 years' practical experience of effectively managing complex client interactions.	<u>✓</u>		<b>A/I</b>
(iv) A minimum of 3 years' experience of working and building relationships with multiple stakeholders.	<u>✓</u>		<b>A/I</b>
<b>3. Knowledge</b>			
(i)A demonstrable working knowledge of human rights institutions, standards and research into human rights issues.		<u>✓</u>	<b>A/I</b>

(ii) Ability to demonstrate an understanding of the key issues surrounding victims and survivors.		<u>✓</u>	<b>A/I</b>
(iii) The ability to demonstrate an understanding of issues relevant to truth recovery.		<u>✓</u>	<b>A/I</b>
<b>4. Skills and Abilities</b>			
(i) Ability to communicate effectively with colleagues and management.	<u>✓</u>		<b>A/I</b>
(ii) A high standard of oral and written communication skills.	<u>✓</u>		<b>A/I</b>
<b>5. 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).	<u>✓</u>		<b>A/I</b>

**A = Application Form**  
**R = References**

**I = Interview**

**P = Presentation**

**T = Test**

## Outline – Terms and Conditions

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>	£41,418 per annum (under review)
<b>Location:</b>	To be confirmed on appointment
<b>Hours of Work:</b>	<p>*37.5hrs per week Monday to Thursday 9.00am– 5.00pm Friday 9.00am - 4.30pm *Flexible working may be considered as we open Monday to Friday to 9.00pm.</p>
<b>Travel:</b>	You will be required to undertake travel as part of your role.
<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>Holidays:</b>	25 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.
<b>Benefits:</b>	<p>8% employer pension contribution Mileage payable at 0.45p External Supervision Training and Development Programme Employee Support Package which includes:</p> <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 cash back plan</li></ul>
<b>Smoking Policy:</b>	WAVE operates a non-smoking/vaping 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.