



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

Applicant Information Pack

**EXTENDED DEADLINE
Welfare Rights Officer (37.5 hours)**

Based in Armagh or Omagh



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: Welfare Rights Officer

Ref: WRO/AR//OM/OCT24/

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.

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.

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: EXTENDED CLOSING DATE Tuesday 14th January 2025 at 1.00 pm

Completed forms should be returned to

recruitment@wavetrauma.org

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 3,800 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 six 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

WAVE Trauma Centre's Mission and Values:

Mission: WAVE's Mission is to:-

- Serve people directly affected by the Troubles/Conflict in Northern Ireland.
- Serve people who are survivors of HIA.
- 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 or due to Historical Institutional Abuse.
- 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 to meet survivors needs.
- 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

Title: Welfare Rights Officer

Responsible to: Project Manager/Deputy & Head of Welfare Services

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:

To deliver a comprehensive one-to-one welfare rights service to those bereaved, injured and/or traumatised as a result of the 'Troubles'. To assist clients to understand, prepare for and apply for payments in relation to the Troubles Permanent Disablement Payment Scheme (TPDPS).

Key Responsibilities:

Welfare:

- Follow up and prioritise referrals to the welfare advice service, advising and assisting clients.
- Liaise with other staff within WAVE to provide a holistic service to clients and best support their needs.
- Provide information to clients on welfare benefit rules/tests and processes so clients are empowered and have a better understanding of the welfare benefits system and welfare reforms which may affect them.
- Assist clients with form filling, both paper based and on line.
- Communicate with external agencies on behalf of clients with their consent by letter, email and telephone when required.
- Maximise client's income by undertaking benefit checks, benefit and better off calculations and identifying other means of practical support.
- Carry out all follow-up work for the resolution of a case; including telephone calls, letters, preparation for Mandatory Reconsiderations and Appeals, liaising with other staff and/or agencies.
- Advise and assist clients as necessary to obtain further information when required.
- Prepare written submissions for appeals, research commissioner decisions and abide by the TAS Code of Practice in providing Social Security Appeal representation.
- Provide effective representation at Social Security and Disability Appeal Tribunals.

- Assume responsibility for managing your own case load.
- Identify and highlight advice needs and issues as they arise including welfare reform.
- Share information on welfare changes and other issues relevant to victims and survivors as required.
- Keep updated with the changes in law relating to welfare reform and the benefits system.
- Refer and signpost clients to external agencies when necessary.

Social Policy:

- Identify, record and follow up social policy issues as they arise and report these issues to the Team Lead/Head of Welfare.
- Contribute to social policy research and papers as requested.
- Provide evidence, case studies and feedback on the relevant law and practice and assist in making proposals to effect change of policy relevant to victims and survivors.

Support Services:

- Build and develop trusting and professional relationships with individual clients and/or their family members in all settings.
- Work in partnership with other sector and statutory agencies as required and appropriate in response to individual's needs.

Business Improvement and Quality Management:

- Ensure adequate and appropriate case notes/record keeping is undertaken and that relevant online electronic databases (Advice Pro) are updated on a regular basis according to set time frames and adhere to policies and procedures.
- Ensure that all advice 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's 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:

- Create a positive working environment in which equality and diversity are well managed and dignity at work is upheld.
- 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 always act as an ambassador for the Organisation.
- Facilitate liaison with professional and senior management within stakeholder Organisations.
- Maintain and record continuous professional development in accordance with the conditions associated with the role and Advice NI (to include recording any training undertaken, participation on forums or any personal reading i.e. journals, articles, books etc).

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 broad range of duties associated with the role 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: Welfare Rights Officer

Selection Criteria	Essential	Desirable	Method of Assessment
1. Qualification/Education			
(i). Law Centre NI or NIACAB accredited Qualification in Welfare Rights.	<u>✓</u>		A
(ii). Law Centre NI or NIACAB Qualification in Tribunal Representation.		<u>✓</u>	A
(iii). Level 6 Qualification (Degree)	<u>✓</u>		A
2. Experience			
(i). At least 1 years' experience of working in a welfare rights setting within the last three years.	<u>✓</u>		A/I
(ii). Experience of representing clients at tribunals.		<u>✓</u>	A/I
(iii). Experience of assisting clients in preparing reviews and mandatory reconsiderations of benefit decisions.	<u>✓</u>		A/I/T
3. Knowledge			
(i). Demonstrable knowledge of recent welfare reforms and universal credit.	<u>✓</u>		A/I/T
(ii). Knowledge of welfare supplementary payments.	<u>✓</u>		A/I
(iii). Knowledge of housing rights and issues arising in cases of intimidation.	<u>✓</u>		A/I
(iv). Awareness of issues affecting victims/survivors.		<u>✓</u>	A/I
(v). An awareness of gathering information and reporting cases of social policy issues in which to effect change.	<u>✓</u>		A/I
4. Skills and Abilities			
(i). Ability to understand complex information and legislation.	<u>✓</u>		A/I
(ii). Excellent written, oral and communication skills.	<u>✓</u>		A/I
(iii). Ability to plan, prioritise and organise own workload.	<u>✓</u>		A/I

(iv). Ability to sensitively manage and communicate effectively with clients in relation to traumatic life events and injuries.	<u>✓</u>		A/I
(v). Flexible approach to working hours.		<u>✓</u>	A/I
(vi). Flexible approach to travelling to other centres.	<u>✓</u>		A/I
5. 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).	<u>✓</u>		A

A = Application Form

I = Interview

P = Presentation

T = Test

R = References

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.

Salary:	£32,076 per annum.
Place of Work:	15 Abbey Street, Armagh or Holmlea House, 2 Retreat Close, Omagh
Hours of Work:	37.5 hours per week. Monday to Thursday 9.00am – 5.00pm Friday 9.00am – 4.30pm
Travel:	You will be required to undertake travel as part of your role. This will include conducting home visits and between our regional centres.
Pay Periods:	You will be paid on the third last working day of the month.
Probationary Period:	Normally six months.
Tenure:	March 2026 with possible renewal, subject to funding.
Holidays:	25 days per annum (increasing with service) and 11 statutory days. The leave year operates from April to March.
Benefits:	8% employer pension 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.