



***For the care and support of those bereaved, traumatised
or injured as a result of the
'Troubles'/Conflict in Northern Ireland
and survivors of Historical Institutional Abuse and
Mother and Baby Institutions,
Magdalene Laundries and Workhouses***

Applicant Information Pack

Clinical Co-ordinator

**Full Time (37.5hrs)
Belfast**



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: Clinical Co-ordinator, Belfast

Ref: CC/BEL/MAY25/

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
Head of Human Resources

PLEASE NOTE: CLOSING DATE: Tuesday 3rd June 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 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: Clinical Co-ordinator

Job Reference No.: CC/BEL/MAY25/

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: Clinical Co-ordinator

Reports to: Head of Clinical Services

Post: Based at WAVE Belfast

Key working relationships:

Internal contacts:

- Management, staff and sessional clinicians
- Clients

External contacts:

- Statutory agencies
- Other community and voluntary organisations

Job Purpose:

The Clinical Coordinator will support the Head of Clinical Services and Clinical Lead in their clinical administration and audit functions of WAVE counselling and complementary therapy services, as well as contribute to the organisational triage and assessment processes and administration of the Regional Trauma Network.

Main Duties and Responsibilities

- Provide ongoing support to the Head of Clinical Services & Clinical Lead to ensure the highest quality of service delivery to all clients.
- Carry out initial triage assessments of referrals made to clinical projects to assess suitability for counselling and other needs based on clinical risk strategy.
- Ensure adherence to all processes and procedures of the department by sessional clinical practitioners.
- Review the clinical administration of sessional clinical practitioners and make recommendations for improvement and assist with implementation of these.
- Assist administration and regional staff with management of clinical waiting lists and ensure regular review of these to ensure swift allocation of clients.
- Assist with the completion and recording of third-party correspondence with approval from the Head of Clinical Services or Clinical Lead.
- Implement and maintain the use and completion of all evaluation systems and processes such as CORENet, Measure Your Own Medical Outcome Profile (MYMOP), CORS and client feedback tools.
- Conduct regular audits of the CORENet and MYMOP systems with the WAVE Client Management System AdvicePro to ensure accuracy.
- Produce regular data reports for statistical analysing and reporting.

- Contribute to the monthly, quarterly and annual collation and analysis of statistical data from the WAVE Client Management system and provide reports for the purpose of service improvement, client engagement and information.
- Provide training to sessional clinicians on their Induction and use of computerised systems.
- Oversee the clinical caseload and practice of sessional counsellors and support them with referrals to Regional Trauma Network.
- Attend relevant internal and external meetings and deputise for Head of Clinical Services & Clinical Lead when necessary.
- Manage a caseload (5 clients minimum) providing one to one counselling within agreed project timeframes. To clients of all clinical projects Survivors of the Troubles, Survivors of Historical Institutional Abuse, Survivors of Mother and Babies, Magdalene laundries & Workhouses.
- Maintain confidential, professional and appropriate records of all client contact on paper and within the department's WAVE Client Management System.
- Attend external clinical supervision on a monthly basis.
- Maintain current accreditation with BACP (or equivalent).
- Provide clinical support to practitioners and colleagues as and when required.
- Act as a spokesperson when necessary, ensuring at all times the promotion of a positive and professional image of WAVE, which advocates the organisation's mission, vision and values and which is not detrimental to the organisation inclusive values.
- Undertake such other reasonable duties as deemed necessary by the Clinical Lead or other senior manager.

Business Improvement and Quality Management

- Ensure adequate and appropriate record keeping and that relevant databases are updated on a regular basis.
- Record, monitor and evaluate client progress according to measurable goals described in their individual support plan.
- Ensure that all support plans, records and associated processes are maintained to the standard required for auditing and monitoring and evaluation by VSS.
- Manage the security/processing of sensitive and confidential client information in keeping with the requirements of the Data Protection Act.
- Report any risks, issues and/or concerns to WAVE Trauma Centre.
- Actively encourage participation of victims and survivors and their families in reviewing and modernising current services and in service development.
- Promote a culture of continuous service improvement through the appropriate sharing of constructive feedback and work with relevant statutory, private and voluntary sector organisations to implement improvements.

Personal Development, Performance and Professionalism

- Ensure the ongoing confidence of the public by maintaining high standards of personal accountability and ethical practice.
- Facilitate liaison with professional and senior management within stakeholder organisations.
- Undertake training as required by the Line Manager, Regional Manager, Director of Operations or organisation.
- Undertake as required any work identified by the Line Manager.
- Attend WAVE staff, service delivery and other meetings as required.
- Any other reasonable duties requested by the Line Manager, Regional Manager or Director of Operations.

The foregoing is a broad range of duties and is not intended to be a complete description of all tasks. It is important to note that the responsibilities may change to meet the evolving needs of the clients.



Personnel Specification

Job Title: Clinical Co-ordinator

Based at: Belfast

Selection Criteria	Essential	Desirable	Method of Assessment
1. Qualification/Education i. Educated to Degree (Level 6) ii. Recognised Professional Diploma qualification in counselling, psychotherapy, psychology. (comprising a minimum of 450h tutor time, 2YPT or 1YFT, Theory, Skills and Professional Issues including supervised placement) or equivalent (equivalence to be demonstrated by candidate and agreed by WAVE). Or Recognised Master's (Level 7) qualification in counselling, psychotherapy, psychology or equivalent. iii. A CBT (Level 5) Diploma qualification – or working towards.	✓ ✓ ✓	✓	A A A
2. Accreditation i. Accredited with a professional body appropriate to therapeutic modality for example BABCP, BPS, HCPC, BACP, IACP, or equivalent.	✓		A
3. Experience i. A minimum of two years' experience and / or 450 supervised clinical hours delivering therapy to individuals in a trauma related area. ii. Experience of using a range of computerised packages for the evaluation, monitoring and recording of counselling work. iii. Experience analysing data and report writing. iv. Demonstrable experience of managing client risk. v. Experience of providing Clinical Supervision within a community counselling environment. vi. Experience of delivering training.	✓ ✓ ✓	✓ ✓ ✓ ✓	A/I A/I AI AI A/I A/I

vii. Experience of conducting research.		<u>✓</u>	A/I
viii. Experience of providing direct line management.		<u>✓</u>	A/I
4. Knowledge			
i. Knowledge of a range of presenting issues and referral on options within a community counselling setting.	<u>✓</u>		A/I
ii. Demonstrable working knowledge of collaborating with statutory and voluntary counselling organisations.	<u>✓</u>		A/I
iii. Demonstrable working knowledge of ICT including all Microsoft Office applications (Word, Excel, Outlook, and in particular Access and the CORE system).	<u>✓</u>		A/I
5. Skills and Abilities			
i. Demonstrable evidence of undertaking assessment of need and service delivery as a regular part of the role.	<u>✓</u>		A/P
6. 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
ii. Possession of personal professional indemnity insurance.	<u>✓</u>		A

A = Application Form

I = Interview

P = Presentation

T = Test



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.

- Job Title:** Clinical Co-ordinator
- Salary:** £37,035 per annum
- Place of Work:** 5 Chichester Park South, Belfast, BT15 5DW
- Hours of Work:** Full Time – 37.5 hours
9.00 am to 5.00 pm Monday to Thursday
9.00 am to 4.30 pm Friday
Evening work may be required.
- Travel:** You will be required to travel to our respective centres and other venues for client work, training/meetings etc. as and when required.
- Pay Periods:** You will be paid on the third last working day of the month.
- Probationary Period:** Normally six months.
- Holidays:** 25 days per annum, pro rata (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
 - Support to complete Continued Professional Development (CPD)
 - Working as part of a multi-disciplinary team providing holistic support
 - Employee Support Package: -
 - 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 cashback plan
- Smoking/Vaping Policy:** WAVE operates a non-smoking/vaping 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.