



***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

**Project Manager
WAVE 'By the Sea', Killough**

Full Time (37.5hrs per week)



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: Project Manager, Killough

Ref: PM/KL/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 fully 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: Wednesday 28th May 2025 at 1.00pm
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 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.



Job Description

Job Title: Project Manager

Location: WAVE 'By the Sea', Killough
32 Castle Street, Killough, BT30 7QQ

Reports to: Project Manager (Belfast)

Responsible for: Project Assistant
Outreach Caseworker (Part-time)
Volunteers

Key working relationships:

Internal contacts:

- Management and staff
- Individuals and families (Clients)
- Sessional team (Counsellors, Psychotherapists & Complementary Therapists)
- Volunteers

External contacts:

- Other community and voluntary organisations
- Statutory agencies
- VSS

Key Responsibilities:

- Management and co-ordination of centre
- Delivery of health and wellbeing services
- Facilities management
- Health and Safety

Job Purpose:

The person appointed will have overall responsibility for the management, co-ordination and delivery of services for WAVE 'By the Sea', Killough and will ensure that all activity timelines associated with the project are met and all targets are achieved.

Management:

- Co-ordinate the smooth running of the centre and ensure that the work is underpinned by WAVE protocols, policies and procedures.
- Provide and minute line management meetings on a monthly basis, focusing on workload, action plans and forecast for the future ensuring targets are met.
- Lead regular team meetings and provide direction, guidance, vision and motivation recognising strengths and weaknesses and identifying solutions.

- Hold case review meetings with Counsellors/Psychotherapists and Complementary Therapists, monitoring client progress and review ongoing need.
- Co-ordinate all evaluation and monitoring processes for each area of work.
- Implement and uphold all WAVE policies and procedures ensuring appropriate care and safeguarding of employees and volunteers and to identify any further policies required.
- Act as Deputy Designated Child Protection Officer in the Centre, adhering to the relevant policies and reporting mechanisms put in place by the organisation.
- Act as Designated Health & Safety Officer in the Centre, adhering to the relevant policies and reporting mechanisms put in place by the organisation.
- Contribute to the review, updating and implementation of organisational policies and procedures and ensure that all staff and volunteers receive training and guidance and fully adhere to all policies and procedures.
- Assist in the recruitment and selection of Project staff acting as a panel member at short listing and interview stages under the guidance of HR as and when required.
- Provide induction of new staff and identify any training for staff and volunteers in the centre.
- Conduct probation and appraisal meetings with staff for whom, they have a direct responsibility, in collaboration with HR.

Support Services:

- Build and develop trusting and professional relationships with individual clients and/or their family members in all settings.
- Complete a comprehensive assessment of needs for individual and families' in line with WAVE's model of practice.
- Design an individual and/or family care support plan in consultation with the individual which addresses their identified needs and which facilitates independence and increases resilience.
- Continually review and monitor care plans in conjunction with the client.
- Respond to client requests for assistance by continuously assessing needs and providing information and referral services as appropriate.
- Follow up on referrals in order to assess outcomes and provide additional services as required.
- Ensure that the focus of their work is in response to identified need and liaise with members of the centre team, other WAVE centres and contractual service providers in providing a seamless range of support services to meet these needs.

- Work in partnership with other sector and statutory agencies as required and appropriate in response to individual's needs.
- Co-ordinate the overall planning and delivery of services ensuring key targets are met on time and to a high standard.
- Guide staff in planning value for money services which reflect the ethos of the organisation.
- Lead as appropriate one to one and group support programmes.
- Evaluate the provision of support services to ensure continuous development of service improvements.
- Implement and uphold WAVE policies and procedures ensuring appropriate care and safeguarding of all clients and to identify any further policies required.

Finance and Administration:

- Provide a comprehensive work plan and agree with the line manager and Director Corporate Services, the budget relating to the centre and service area.
- Manage the allocated budget in accordance with the organisations financial procedures.
- Implement all financial policies and procedures fully, in particular ensuring that they meet audit standards.
- Implement all aspects of tendering and procurement protocols for the Centre, in accordance with organisational policies and procedures.
- Source other funding opportunities and complete funding applications as required to meet local service delivery needs in consultation with the line manager and Director of Corporate Services.
- Co-ordinate fundraising activities at centre and local level.
- Liaise with funders in accounting for the provision and progress of the project and ensure ongoing monitoring and evaluation of programmes and the completion of qualitative and quantitative returns for funders as required.
- Liaise with all centre service providers ensuring that all work invoiced has been undertaken as described and approve accordingly.
- Produce monthly centre progress reports, statistical, monitoring and evaluation reports as and when required.

Facilities Management:

- Maintain and develop inventories and information systems relating to the purchasing of equipment and materials, booking of rooms and issuing and control of keys.

- Ensure all office equipment, maintenance equipment, disability aids, adaptations lift and fire safety are used in accordance with instructions, is properly maintained and serviced, and that service contracts are arranged where necessary.
- Ensure best practice in terms of procurement and purchasing and issuing of cleaning items, stationery purchases, stock and other items, in line with organisational procedures.
- Ensure that information technology, communication systems and equipment are used in accordance with operating instructions and relevant organisational policies and procedures.
- Day to day responsibility for supervising the cleaning staff, general maintenance and grounds maintenance and to ensure that these services are maintained to a high standard.
- Act as a facilitator in respect of new systems and additional hardware and software.
- Ensure that the building is used effectively for the benefit of clients in all aspects of service delivery including residential.

Health and Safety:

- Responsibility for overseeing the Health and Safety information service, which includes legislation, management guidance and supervision of all kept records.
- Draw the attention of the line manager and the Director of Corporate Services to any concerns under the Health and Safety at Work Act and Fire Regulations procedures. To ensure that the service's Local Safety Rules document is kept up to date. To ensure that all new staff read the document.
- Be a key-holder with shared responsibility for security of the building including out of hours and weekends when applicable.
- Ensure that all actions and checks required by Health and Safety Legislation take place when required; for example, Fire Drill, test of emergency lighting, organising of PAT testing.
- Follow safe systems of work at all times in accordance with your responsibilities as an employee and the organisation's Health and Safety and fire policies and procedures. Inform the Director of Corporate Services of any defects in Health and Safety arrangements in the workplace or in workplace activities, so that remedial action can be taken to prevent an accident or ill health.

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 organizations.
- Undertake training as required.
- 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.



Personnel Specification

Job Title: Project Manager

Based at: Killough

Selection Criteria	Essential	Desirable	Method of Assessment
1. Qualification/Education (i) A minimum of a Degree level qualification in Community Development, Trauma, Health and Social Care, Social Work or a Health and Social Care related area.	✓		A
2. Experience (i) A minimum of two years' experience of supervising staff or volunteers in a senior role. (ii) Demonstrable experience of initiating, developing and sustaining programmes. (iii) Experience of managing budgets. (iv) Experience of working with people affected as a result of the 'Troubles' or experience of working with vulnerable groups. (v) Experience of writing funding applications. (vi) Experience of undertaking local fundraising initiatives. (vii) Experience of facilities management	✓ ✓	✓ ✓ ✓ ✓ ✓	A/I A/I A/I A/I A/I A/I
3. Knowledge (i) Demonstrable working knowledge of Microsoft Office to include Word, Outlook Excel and Access. (ii) Demonstrable knowledge of other voluntary and statutory organisations working in this field.	✓ ✓		A/I A/I
4. Skills and Abilities (i) Excellent oral, written and presentation skills.	✓		A/P

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



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: Project Manager

Location: WAVE 'By the Sea', Killough
32 Castle Street, Killough, BT30 7QQ

Salary: £37,035 per annum

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/weekend work will be required.

One working from home day per week.

Travel: You will be required to travel to our respective centres and other venues for client work, trainings/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)
- 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.