



***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

Health & Wellbeing Caseworker

Full Time (37.5hrs per week)



PEACEPLUS
Northern Ireland - Ireland

Co-funded by the



European Union



UK Government

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



Dear Applicant,

Post: Health & Wellbeing Caseworker

Ref: HWC/REG/JUL25/

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 Monday 28th July 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 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: Health and Wellbeing Caseworker

Reports to: Project Manager

Locations: Armagh, Ballymoney/Ballymena & Derry Londonderry

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 counties of Ireland. PEACEPLUS has been designed to build upon the achievements of the previous PEACE IV programme.

The PEACEPLUS Programme is supported 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.

Job Purpose:

The Health & Wellbeing Caseworker will work directly with individual victims and survivors and their families in a pro-active and innovative way to facilitate engagement with services and activities within the statutory, community and voluntary sector in keeping with their needs.

Responsibilities:

Delivery of Health and Wellbeing Services

- Proactively and innovatively engage with vulnerable and marginalised individuals.
- Keep up to date with relevant statutory, private and voluntary sector services available to victims and survivors and their families and work to ensure pathways are seamless, responsive and mitigate against duplication of services.

- Identify any barriers to victims and survivors accessing the care and support they need and work with the individual and relevant agencies to remove or mitigate any adverse effect such barriers may pose.
- The first point of contact for stakeholder enquiries, liaising with other agencies in a professional manner, ensuring that complex and sensitive information is communicated with empathy and reassurance and within the boundaries of Data Protection legislation.
- Accompany individuals, if necessary to services/appointments/activities where low confidence, low motivation and diminished trust may have left them isolated and marginalised.
- Facilitate the process for victims and survivors to access personalised support e.g. one to one literacy tutoring or a physical activity of choice.
- Introduce victims and survivors and their families to shared spaces and services.

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 Victims and Survivors Service.

Personnel Specification

Job Title: Health & Wellbeing Caseworker

Selection Criteria	Essential	Desirable	Method of Assessment
1. Qualification/Education			
(i) Possess a University Degree, (Level 6), Professional Qualification or equivalent qualification in a relevant area.		✓	A
(ii) Possess a Level 5 or equivalent qualification in a relevant area.	✓		A
2. Experience			
(i) Demonstrate experience of effectively engaging with and building positive relationships with clients in situations where they have been vulnerable.	✓		A/I
(ii) Demonstrate experience of liaising with a broad range of service providers.	✓		A/I
(iii) Demonstrate experience of providing progress reports and management information in clear and agreed formats, in line with a reporting schedule.	✓		A/I
(iv) Demonstrate experience of successfully prioritising and managing your own workload while also communicating effectively with colleagues and management.	✓		A/I
(v) Demonstrate experience of at least 1 year working with or in the interests of victims and survivors of the Conflict/Troubles.		✓	A/I
(vi) Demonstrate experience of using or contributing to outcomes focussed monitoring and evaluation processes		✓	A/I
3. Other Requirements			
(i) Currently registered with the Northern Ireland Social Care Council (NISCC)	✓		A/I
OR			

<p>A willingness to register and be responsible for the initial registration fee and upkeep of annual renewal of registration.</p> <p>(ii) *Current driving licence and access to a suitable vehicle (appropriately maintained and insured for business).</p> <p>(*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).</p> <p>(iii) Have a willingness to work unsociable hours as required.</p>	<p><u>✓</u></p> <p><u>✓</u></p>		<p>A/I</p> <p>A/I</p>
---	---------------------------------	--	-------------------------------------

A = Application Form
R = References

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.

- Salary:** £32,115 per annum
- Place of Work:** Armagh, Ballymoney/Ballymena & Derry Londonderry
- 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 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)
 - 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.