



Tim Parry
Johnathan Ball
Peace Foundation

Job Description: Health and Wellbeing Caseworker *'Funded by PEACE IV through the Northern Ireland Victims and Survivors Service'*



Job Title: Health and Wellbeing Caseworker
(Fixed Term Contract to 31/12/21 with potential for extension)

Organisation: Tim Parry Jonathan Ball Peace Foundation

Location: Based in Warrington (potential for remote working subject to negotiation)
frequent travel expected throughout GB and Northern Ireland

Hours of Work: 37 hours per week (including evening / weekend work).

The post is subject to a 'probationary period' of 3 months during which performance will be reviewed prior to confirmation in post. Core hours/days of duty will be agreed between the post holder and SAN Service manager. Day-to-day work hours will be dependent on the requirements of the project.

Salary: £26,654

Reports to: Service Manager, Survivors Assistance Network, Tim Parry Jonathan Ball
Peace Foundation

Start/End date of Project: Underway – 31 December 2021

To apply for this role: please visit <https://www.peace-foundation.org.uk/vacancies/> and complete the application form or email cloudy.tan@peace-foundation.org.uk or phone 01925 581246 for an application pack.

All applications for employment are considered strictly based on merit.

At the Foundation, we welcome and encourage applications from everyone regardless of age, disability, gender, ethnicity, religion/politics and sexual orientation. We are facing diverse problems, so are looking for diverse people to tackle them.

Deadline for application: 23/10/20

Date of Interview: To be confirmed



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Background

An exciting and challenging opportunity has arisen with The Tim Parry Johnathan Ball Peace Foundation, an internationally renowned conflict resolution and peace building charity based in the North West of England. The Foundation, created by the parents of 12 year old Tim Parry who, along with 3 year old Johnathan Ball, was killed in the 1993 IRA attack on Warrington has a long history of working with people affected by terrorism in the UK and abroad ranging from incidents connected to the Northern Ireland 'Troubles' up to the most recent terrorist attacks.

This post has been developed as part of the Peace IV Programme which provides investment for cross-border health and wellbeing services by increasing the quality of care in the sector for victims and survivors and their families and, and collecting information on victims' and survivors' needs/

Purpose of Role

The Health and 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.

Job Description

The key elements that constitute the role of Health and Wellbeing Caseworker are as follows:

Coordination of 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 individual and relevant agencies to remove mitigate any adverse effect any 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.



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- Advocate on behalf of and, if necessary, accompany individuals 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 through the PEACE IV Resilience Programme 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 or concerns to the Tim Parry Johnathan Ball Peace Foundation.
- Actively encourage participation of victims and survivors and their families in reviewing and modernising current services and in service deployment.
- 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.
- Carry out any other duties which may arise in connection with this position as directed by the Trustees.

In developing and delivering the role of Health and Wellbeing caseworker, the post-holder will be expected to uphold the guiding principles of the Peace Foundation contained within the Foundation's Peace Charter. The post holder will observe and support all Foundation policies, guidelines and initiatives.



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 both the Tim Parry Johnathan Ball Peace Foundation and the Victims and Survivors Service.

Person Specification		
Job Title : Health and Wellbeing Caseworker		
Criteria: Essential (E) Desirable (D) Shortlisting (S) Interview (I)	E or D	S or I
Qualifications		
By the closing date of the applications, candidates must possess one of the following qualifications:		
• Possess a university degree, professional qualification or equivalent qualification in a relevant area OR	E	S
• Possess 5 GCSE grades A-C including English language AND have 2 years voluntary / paid experience equivalent to 16 hours per week in a community / voluntary / statutory environment working with individuals with mental health and / or physical health issues OR .	E	S
• NVQ Level 3 or equivalent AND have 1 year's voluntary / paid experience 16 hours per week in a community / voluntary / statutory environment working with individuals with mental health and / or physical health issues.	E	S
Knowledge		
• Knowledge of issues relevant to the role including: Delivery of Health and Wellbeing services; the needs of vulnerable and marginalised individuals; relevant statutory, private and voluntary services etc. (this list is not exhaustive)	E	S&I
• Knowledge of conflict situations, issues and tensions that occur in and between communities Northern Ireland and elsewhere in the UK.	E	S&I
• Knowledge of international conflict situations and their impact and influence in the UK	D	I
Skills		
• Excellent planning and organisation skills	E	S&I
• Excellent ICT skills especially MS Word, MS PowerPoint, MS Excel and MS Publisher	E	S
• Presentation skills	E	I
• Experienced at networking and establishing new relationships	E	S&I
• Ability to work on own initiative as well as part of a team	E	I
Experience		
• Demonstrate experience of effectively engaging with and building positive relationships with clients in situations where they have been vulnerable.	E	S&I
• Demonstrate experience of liaising with a broad range of service providers.	E	S&I



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• Demonstrate experience of providing progress reports and management information in clear and agreed formats, in line with reporting schedule.	E	S&I
• Demonstrate experience of successfully prioritising and managing your own workload while also communicating effectively with colleagues and management.	E	S&I
• Significant experience of working with people on a one-to-one and/or group basis	E	S&I
• Experience of working with groups with participants from diverse communities	E	S&I
• Demonstrate experience of using or contributing to outcomes focused monitoring and evaluation processes.	D	S&I
• Demonstrate experience of at least 1 year working with or in the interests of victims and survivors of the Conflict / Troubles.	D	S&I
Circumstances		
• Full driving licence with use of a car	E	S
• Willingness to travel throughout UK (England, Northern Ireland, Scotland and Wales)	E	S
Other Requirements		
• This post is subject to a Disclosure and Barring Service (DBS) check (formerly Criminal Records Bureau)	E	S
• Multi-skilled with the ability to respond to changing needs in different situations, cultures and environments	E	I
• Ability to use own initiative and work unsupervised	E	I
• Commitment to confidentiality of participant information	E	I
• Ability to administer and moderate online forums/ social media including Twitter, Facebook, Instagram etc	D	I

Commented [T01]: VSS requirement

Commented [T02]: VSS requirement