

JOB DESCRIPTION: HEALTH AND WELLBEING CASEWORKER

Job Title:	Health and Wellbeing Caseworker
Organisation:	The Ely Centre
Location:	South Armagh and Monaghan – to be based in head office Enniskillen 1-2 days per week, service area base FRPU, Markethill (to coordinate services in South Armagh and Monaghan)
Salary:	£25,871 plus pension
Reports to:	Service Project Committee, Ely Centre

Background

The Ely Centre is a Registered Charity specialising in the provision of multi-disciplinary support services for civilians, security force personnel and their families, who have experienced bereavement and injury as a result of the “Troubles”.

The Ely Centre is committed to serving innocent victims and survivors, ex service personnel, their families and carers by providing evidenced based outcome focused treatments, prevention and support services that address issues of declining psychological, physical health, social and financial difficulties arising as a result of terrorism.

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 collecting information on victims’ and survivors’ needs.

Purpose of the Role

The Health & Wellbeing Caseworker will work directly with individual victims and survivors and their families in the South Armagh and Monaghan area, 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:

Co-ordination and 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.
- 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 and/or concerns to Ely 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.

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.

Role Competencies

Essential Criteria:

By the closing date for applications, candidates must:

1. Possess a University Degree, Professional Qualification or equivalent qualification in a relevant area.

OR

Possess 5 GCSE's 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

NVQ Level 3 or equivalent AND have 1 year's 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.

2. Demonstrate experience of effectively engaging with and building positive relationships with clients in situations where they have been vulnerable.

3. Demonstrate experience of liaising with a broad range of service providers.

4. Demonstrate experience of providing progress reports and management information in clear and agreed formats, in line with a reporting schedule.

5. Demonstrate experience of successfully prioritising and managing your own workload while also communicating effectively with colleagues and management.

6. Hold a full license valid in the UK with access to a car for business purposes. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements.

Desirable Criteria:

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1. Demonstrate experience of at least 1 year working with or in the interests of victims and survivors of the Conflict/Troubles.
2. Demonstrate experience of using or contributing to outcomes focussed monitoring and evaluation processes.