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

Caseworker
Mother and Baby, Magdalene Laundries and Workhouses (MBMLW)

Regional
Full Time (37.5hrs per week)

Mother and Baby Institutions, Magdalene Laundries and Workhouses

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: Caseworker, Mother and Baby, Magdalene Laundries and Workhouses (MBMLW)
Ref: CW/MBMLW/SEPT26

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: -

- Information pack
  - Job Description
  - Personnel Specification
- Employment Application Form and Monitoring Form (for completion)
  - Separate attachment

We request that you complete and return this for statistical monitoring purposes.
For information on WAVE, please visit our website www.wavetraumacentre.org.uk

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 uses it for compiling statistical information and it 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 19th October 2026 at 5.00pm
Completed forms should be returned to recruitment@wavetrauma.org

Job Description

Job Title	Location
Caseworker, Mother and Baby Institutions, Magdalene Laundries and Workhouses (MBMLW)	Can be based in any of our regional centres: Armagh, Ballymoney, Belfast, Derry Londonderry, Killough or Omagh

Accountable To
Lead Caseworker, MBMLW

Purpose of the Job
The postholder will work directly with survivors of the Mother and Baby Institutions, Magdalene Laundries and Workhouses in a pro-active and innovative way within the statutory, community and voluntary sectors. This work will be underpinned by WAVE's protocols, policies and procedures

Salary	Hours of Work
Salary: £33,143 per annum	37.5 hrs per week Mon-Thurs 9am-5pm Friday: 9am-4:30pm 1-day work from home Some unsocial hours will be required dependent on centre/project/organisational activities

Closing Date	Length of Contract
Monday 19th October 2026 at 5.00pm	Permanent subject to funding

Our Benefits

- Annual leave that commences at 25 days increasing with service
- 11 Statutory days
- External Supervision
- Extensive training and development (through WAVE's Trauma Education Dept.)
- Support to complete Continued Professional Development (CPD)
- 8% Pension (no employee contribution required)
- Healthcare Cash Back Plan
- Mileage payable at 0.55p per mileage

OUR MISSION AND VALUES

Mission

- 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

- **Empowerment**: Staff and clients are supported to grow and lead
- **Inclusivity**: Services are trauma informed and welcoming to all
- **Equality**: Fairness and dignity are embedded in all operations
- **Respect**: Treating all individuals with dignity and consideration
- **Accountability**: Compliance and transparency are prioritised
- **Partnership**: Collaboration across teams and with external stakeholders to achieve shared goals

KEY DUTIES AND RESPONSIBILITIES

Service Delivery

- Proactively and innovatively engage with survivors of MBMLW
- Keep up to date with relevant statutory, community and voluntary sector services available to survivors of MBMLW and work to ensure pathways are seamless, responsive and mitigate against duplication of services
- Undertake a client assessment and design an individual health and wellbeing plan in consultation with the client which addresses identified needs, facilitates independence and increases resilience
- Identify any barriers to survivors of MBMLW 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
- Facilitate the process for survivors of MBMLW to access personalised support through the VSS Individual Needs Consultation Framework
- Ensure that all INC applications submitted to VSS have been approved by the Lead Caseworker and participate in the delivery and evaluation of relevant client education programmes
- Liaise with members of the Therapeutic team, other WAVE Centres, our partner AdoptNI, and self-employed contractual service providers in providing a seamless range of support services to meet these needs
- Liaise 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
- Facilitate and support the process of applying for Redress support
- Accompany survivors of MBMLW to services/appointments/activities, working towards empowering clients to be independent
- Engage with survivor groups to organise social support activities/residentials

Quality Assurance and Compliance

- Ensure processing of sensitive client information in line with GDPR and ensure all records are securely held and treated confidentially per WAVE's Data Protection policies
- Report any concerns regarding service delivery, safeguarding, or reputational risk to the Line Manager, Project Manager, Survivor Engagement Manager or their delegate
- Adhere to WAVE Risk Management procedures and protocols
- Comply with all aspects of tendering and procurement in accordance with organisational policies and procedures under the direction of the Lead Caseworker

Training:

- Plan a range of psycho-social and psycho-educational programmes to meet the needs of survivors of MBMLW
- Initiate peer group support sessions as identified
- Raise clients' awareness concerning internal and external training/funding opportunities and other initiatives available to meet their identified needs

- Deliver in-house WAVE Trauma programmes, designed to help individuals understand the impact of trauma, the importance of self-care and resiliency after trauma
- Support participants by identifying a range of models which promote resiliency
- Provide information and/or deliver tailored individual or group programmes
- Evaluate the effectiveness of the design and delivery of programmes of work, promoting learning and improvement

Personal Development, Performance and Professionalism:

- Model WAVE's values in all professional conduct, demonstrating integrity, compassion and a commitment to continuous learning
- Act as an ambassador for WAVE, promoting its ethos and mission.
- Maintain annual registration with the Northern Ireland Social Care Council (NISCC) or other relevant regulatory body
- Record and maintain continuous professional development in line with NISCC requirements or other relevant regulatory body
- Participate positively and professionally, be self-aware and lead on your own training and development needs, undertake training as require

Other:

- Willingness and ability to work flexibly to meet the requirements of the role
- Adhere at all times to WAVE policies and procedures
- Undertake such other reasonable duties requested by the line manager or SM

This job description outlines the broad range of duties associated with the role as it is currently. Additional elements within grade and competence may be added as appropriate to meet the needs of survivors and their families as the service develops and it is important to note that the responsibilities may change to meet the evolving needs of the organisation.

Personal Specification – Caseworker, MBMLW

CRITERIA – *all applicants MUST be able to demonstrate either at short-listing or at interview all essential criteria listed below. Applicants should therefore make it clear on their application form whether or not they meet the required criteria. Failure to do so may result in you not being shortlisted. The stage in the process when the criteria will be measured is stated below.*

A = Application, Ass = Assessment, I = Interview, T =Test, P = Presentation, Prob = Probation

Essential Criteria		
	Criteria	**Assessment**
1.	**Qualification/Education** (i) A minimum of a Degree (Level 6) Qualification in Community Development, Trauma, Health and Social Care, Social Work or related area* ***Where** applicants do not meet the criteria above, a minimum of three years' experience gained within the last five years at point 2 (i) below	A
2.	**Experience** (i) A minimum of two years' experience of working with adults in a formal care or community development setting (ii) A minimum of one years' (full time) experience of working with vulnerable people with complex needs (iii) Demonstrable experience of effectively engaging with clients in situations where they have been vulnerable and built positive relationships (iv) Demonstrable experience of liaising between vulnerable clients and a broad range of service providers (v) Experience of delivering training on an individual and group basis	A/I A/I A/I A/I A/I
3.	**Knowledge** (i) Demonstrable working knowledge of Microsoft Office Suite (ii) Demonstrable knowledge of service providers for adults with complex needs	A/I A/I

4.	**Skills and Abilities** (i) Ability to communicate effectively (ii) Ability to undertake assessments of need and use the findings to inform appropriate service delivery	 A/I A/I
5.	**Other Requirements** (i) Currently registered with the Northern Ireland Social Care Council (NISCC) OR A willingness to register and be responsible for the initial registration fee and upkeep of annual renewal of registration (ii) *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)	 A/I A/I

Values Competency		
	Criteria	**Assessment**
1.	**Collaborative** working and ability to work in a team to deliver our objectives	I / Prob
2.	Commitment to building a **respectful** team with **integrity** and **accountability**	I / Prob
3.	Ability to work in **partnership** with others	I / Prob
4.	Dedicated to **empowerment** of clients	I / Prob
5.	Demonstrates **compassion** for all	I / Prob

Role Competency		
	Criteria	**Assessment**
1.	**Leading Self –** we expect our employees to 'lead by example', being self-aware and emotionally intelligent, taking responsibility for their own personal development	Probation
2.	**Achieving Results** – we expect our employees to ensure our services achieve their outcomes, bringing a culture of quality improvement, setting	Probation

	standards and involving clients, staff and other stakeholders to contribute to services successes	
3.	**Relationship management** – we expect our employees to work collaboratively with internal and external stakeholders, contributing positively to our mission and objectives, working in partnership and identifying opportunities to enhance our work through networks and forums	Probation
4.	**Transformation** – we expect our employees to be passionate for transformation, to be innovative and committed to continuous improvement	Probation
5.	**Resource Management** – we expect our employees to effectively and efficiently use resources including financial, physical and technological resources. We expect our employees to consider environmental resources and positively work to contribute to the organisation working in environmentally sustainable ways, reducing our carbon footprint wherever possible.	Probation

Conditions of Employment

	Condition	Assessment
1.	The Right to Work in the UK	Right to Work Documentation
2.	Provide 2 satisfactory references, one being from the most recent employer	Satisfactory references received
3.	Provide relevant qualification, if applicable	Certificate required
4.	Enhanced Access NI check	Apply for a relevant Access NI check online
5.	Driving License and access to a vehicle	Copy of current driving license (both parts)

WAVE is committed to equality and diversity. We welcome applications from individuals of all backgrounds and identities. Reasonable adjustments will be made to support applicants with disabilities.