



Job Description: PEACEPLUS Health & Wellbeing Caseworker Coordinator

“Supported by the PEACEPLUS Programme, managed by the Special EU Programmes Body (SEUPB).”

- Job Title:** Health & Wellbeing Caseworker Coordinator
- Organisation:** South East Fermanagh Foundation (SEFF)
- Location:** Fivemiletown/ Lisnaskea
- Salary:** NJC SO1 Pt 25 - £33,945 gross per annum
- Hours:** 37.5 hours
- Reports to:** Clinical Lead/ Director

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.

Purpose of the Role

The Health & Wellbeing Caseworker Coordinator will provide management and supervision to a team of Health and Wellbeing Caseworkers funded through the VSS – PULSE a project funded through Investment Area 3 (Victims and Survivors) of Theme 4 of PEACEPLUS (Healthy and Inclusive Communities)

Together, they will directly support individual Victims and Survivors and their families in a pro-active and innovative way to facilitate targeted engagement with services and activities within the statutory, community and voluntary sector in keeping with their needs.

This will include close liaison with the VSS - PULSE project partnership in order to provide a holistic package of support to victims and survivors of the troubles/conflict.

Responsibilities

- Day-to-day line management and mentoring of a team of Health and Wellbeing Caseworkers (4.5 persons)
- Allocate and monitor the workload/ workflow of Health and Wellbeing Caseworkers.
- Develop and manage the systems for ensuring that all key VSS – PULSE Partner targets are met, with respect to agreed outputs and results.
- Develop and manage the systems for monitoring and reporting on the VSS – PULSE project to both SEUPB and VSS Health and Wellbeing Team.
- Provide reports to senior management in relation to the implementation of the VSS- PULSE project and provide briefing material as required.
- Manage the day-to-day operationalisation of the VSS- PULSE Health and Wellbeing programme through the use of appropriate systems, processes, policies, procedures and practices to meet the needs of Victims and Survivors.
- Have extensive knowledge of services available to Victims and Survivors and their families
- Work in collaboration with Resilience Program Project Worker and H&WB Caseworkers, to deliver needs-based programs and activities
- Demonstrate a high level of personal integrity and maintain professional standards throughout the organisation.

- Hold a small caseload of clients (across geographies), particularly those with complex needs, who receive Health & Wellbeing support
- Facilitation of Peer Support Groups- in line with needs of SEFF clients and members of partner groups
- Work to maintain and build relationships with partner groups, which will ensure the provision of quality and empathic services for victims and survivors
- Representation of SEFF at external meetings/ events as requested by the Clinical Lead/ Director
- Undertake further training as required.
- Any other duties as reasonably requested by SEFF Senior Management.

The foregoing is not an exhaustive list of duties.

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.

AND

2. A minimum of 2 years' practical experience collating information, writing reports and analysing complex information.

3. A minimum of 2 years' practical experience of effectively managing complex client interactions.
4. A minimum of 2 years' experience working and building relationships with multiple stakeholders.
5. A minimum of 1 years' experience of staff management including the allocation and management of workloads and workflow
6. Demonstrate experience of liaising between clients and a broad range of service providers/ partners
7. Demonstrate an ability to successfully participate in further training relating to this area of work.
8. Hold a full license valid in the UK with access to a car. This criterion will be waived in the case of an applicant whose disability prohibits driving but who is able to make alternative arrangements.

Employee Value Proposition

SEFF offers the following benefits and values to its staff:

- A generous annual leave allowance
- Paid sickness leave
- A bonus leave day at Christmas
- Hybrid and flexible working opportunities
- Flexible office hours
- A staff Wellness Framework
- A full Employee Assistance Program
- Financial support and investment towards CPD training opportunities
- Great workplace culture and team-building events