



# **VICTIMS AND SURVIVORS SERVICE**

## **Selection of VSS PEACEPLUS Programme Project Partners**

**Expression of Interest**

**Guidance Document**



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## 1. Introduction to the Victims and Survivors Service (VSS)

The Victims and Survivors Service (VSS) is an organisation set up as a Non-Departmental Public Body (NDPB) of The Executive Office (TEO). The organisation was established in 2012.

### OUR VISION

- To improve the health and wellbeing of victims and survivors.

### OUR MISSION

- To work in partnership with others to enable the provision of community-led, trauma informed support and services for victims and survivors.
- To connect victims and survivors with effective support at the right time and place, in line with individual needs.
- To improve, evolve and develop services, co-designed with victims and survivors and others, and to ensure continuous learning and growth.

The VSS is responsible for the delivery of support for victims and survivors of the Troubles/conflict, as defined in the Victims and Survivors (Northern Ireland) Order 2006. To do this, the organisation operates three Programmes of funding:

- The Individual Needs Programme (INP), which delivers financial support and direct access to goods and services to individual victims and survivors in particular circumstances.
- The Victims Support Programme (VSP), which delivers funding to organisations that provide Health and Wellbeing and Social Support services to victims and survivors.
- An EU PEACE - funded programme, which underpins networks engaged in the support of victims and survivors' Health & Wellbeing and Advocacy needs; supports research; training; and resilience programmes.

VSS also provides health and wellbeing support to survivors of Historical Institutional Abuse, and to those impacted by Mother and Baby Institutions, Magdalene Laundries, and Workhouses. **(Please note this Expression of Interest process relates to our support for victims and survivors of the Troubles/conflict only)**

For more details on VSS and the support and services we provide, please visit our website <http://www.victimsservice.org/>

**Please note:** Expressions of Interests **must** be submitted on the VSS Expression of Interest Form which is available to download from the VSS website.

## 2. Background to the PEACEPLUS Programme

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.

It will **result** in improved access to services by victims and survivors and enhanced understanding of the effects of the past Troubles/conflict, in a manner which contributes to peace and reconciliation.

For more detail on the PEACEPLUS Programme and expected outputs and results click on the link below:

[PEACEPLUS Programme | SEUPB](#)

## **Purpose of the Expression of Interest Process**

As named lead partner within **Theme 4, Investment Area 3**, VSS is forming a partnership, to submit a project application to The Special EU Programmes Body (SEUPB), which will be subject to an assessment process.

We are now inviting Expressions of Interest from organisations, who have a proven track record of achieving positive outcomes for victims and survivors, to join us as **Project Partners** in the delivery of the VSS PEACEPLUS Project.

Please refer to **Section 4** for details of the Outputs and Results the proposed project must deliver.

The selection process applied to the expressions of interest received, will identify partners to be included within a project application. This process will be undertaken without prejudice to the SEUPB assessment process following the VSS project application. **Selection within this VSS Expression of Interest process as a potential partner for inclusion in the VSS application, will not guarantee participation as a partner.**

Participation as a Project Partner has distinct roles and responsibilities that differ from those of a grant recipient (the approach which was applied within the VSS PEACE IV project from 2017-2022). Further detail on the roles and responsibilities of Project Partners are included in **Section 6** and **Annex 1** of this document.

### **3. Overview of the Proposed VSS PEACEPLUS Project**

The proposed VSS PEACEPLUS project will build upon the **VSS PEACE IV** project, which supported an integrated, outcomes based, community led support programme for victims and survivors. This has improved the health and wellbeing of many victims and survivors both within and outside of NI.

The proposed PEACEPLUS project provides an opportunity for VSS (as Lead Partner) and our Project Partners, to further develop and enhance the following key areas of work:

#### **Health and Wellbeing Caseworker Network**

Further development of the Health & Wellbeing Casework Network to improve support and services for victims and survivors at an individual, family and community level and to improve equity of services at a geographical level.

The Health and Wellbeing Caseworker Network will continue to support victims and survivors to identify needs and develop pathways to support and services, for example talking therapies, complementary therapies, and social support.

Where needs are identified outside of the remit or capacity of the Partner, the Health and Wellbeing Caseworkers will work with and engage with VSS to identify alternative service providers across the community, voluntary and statutory sectors.

### **Advocacy Support Programme (Truth, Justice, and Acknowledgement)**

The Advocacy Support Programme within the community & voluntary sector ensures that victims and survivors have access to high quality practical support when engaging with on-going legacy inquests, inquiries, investigations, and any other institutions/mechanisms. Advocacy practitioners can also support victims and survivors in other areas such as the recording of lived experience.

Given the uncertainty around legacy proposals at this time, the Advocacy Programme will need to retain flexibility to adapt and develop in a way that continues to support families to meet their needs, within the environment/landscape in place during the project lifespan.

Within the Partnership there will be an additional opportunity to manage an allocation of PEACEPLUS funding to deliver programmes in respect of training and resilience (such as social isolation, and other initiatives). These elements will be delivered by Partners through collaboration with other community & voluntary organisations supporting victims and survivors.

### **Resilience Programme**

This funding will be used to deliver a range of health and wellbeing interventions such as social isolation programmes, in collaboration with other community and voluntary organisations within the local community. Project Partners will develop community development plans, co-designed with organisations supporting victims and survivors, to deliver resilience programmes that meet the needs of victims and survivors in a bespoke way.

These plans will be developed during the first year of the PEACEPLUS project and delivered over the remaining lifetime of the project.

VSS will allocate a resilience budget to a number of Partners at Stage 2 of the selection process (see explanation in relation to the stages of the Expression of Interest process at [Section 8](#) below). Consultation will take place with all selected Project Partners, to determine the most appropriate delivery partners for this budget. This will be based on

the capacity within the partner organisation to manage the additional budget and the resources to form partnerships within the wider community and voluntary sector.

## Training

Education and/or training must be aimed at improving knowledge, skills and understanding which can improve service provision related to victims and survivors. Partners within the project will also have the opportunity to manage an allocation of PEACEPLUS funding to deliver programmes in respect of training.

Allocations of funding for training programmes will be made at Stage 2 of the Selection Process. Consultation will take place with all selected Project Partners, to determine the most appropriate delivery partners for this budget. This will be based on the capacity within the partner organisation to manage the additional budget and the resources to form partnerships within the wider community and voluntary sector.

## Sub Partners

VSS reserves the right to allocate a small number of “Sub Partners” who will be directly linked to VSS as Lead Partner. This will depend on the size of budget allocated at Stage 2 of the Selection Process and the partner organisation’s capacity to deliver. Sub Partners will not be allocated a training or resilience budget to deliver.

As demonstrated above, a crucial element of the PEACEPLUS project will be to demonstrate enhanced and well-developed partnership and collaboration across the sector, to ensure the delivery of holistic support to victims and survivors.

## 4. Key Outputs and Results

The VSS is opening an Expression of Interest process to select potential Project Partners who, along with VSS as Lead Partner, will be responsible for the delivery of the following (at an overall project level).

### Key outputs and results

Health and Wellbeing, Resilience and Advocacy Support	
<b>Output</b>	The delivery of Health and Wellbeing/Resilience support and Advocacy support to <b>15,000 individuals</b>  (A completed review of an individual’s health and wellbeing or advocacy support needs will be counted as an output)
<b>Result</b>	The delivery of <b>20,000</b> Health and Wellbeing and Advocacy interventions.

	(Results would include activities such as counselling, disability aids, welfare support, referrals to other external services/activities, assistance with legacy processes etc.)
<b>Training and Development</b>	
<b>Output</b>	The delivery of Education and/or Training that builds the capacity of 1,000 individuals who provide support and services to victims and survivors
<b>Result</b>	750 individuals completing Education and/or Training courses/events that builds the capacity of those who provide support and services to victims and survivors
<b>Research (This element will be led by the Commission for Victims and Survivors)</b>	
<b>Output</b>	The development of an action plan/strategy based on research and programme of learning/evaluation.
<b>Result</b>	Commencement of an active plan to implement the outcome from the strategy/action plan developed.

\* These outputs and results are deliverable of the duration of the Project (expected to be 4.5 years). Further detail is provided at [Section 5](#).

This expression of interest process seeks to select potential Project Partners within the PEACEPLUS Project to engage in the delivery **Health and Wellbeing Casework**, or **Advocacy**, or **both**.

## 5. Activities and deliverables (at overall project level)

### 5.1 Health and Wellbeing Caseworker Network

Activity	Deliverable	Outputs	Results	Project Lifetime
Continuation and Development of a Health and Wellbeing Casework Network across NI, ROI, and GB.	25 Health and Wellbeing Caseworkers employed by selected Community Partners.	10,000 reviews/ assessments  120 victims and survivors supported per caseworker per year.  Up to 2 reviews/assessments per annum for the same individual may be counted here.	14,000 interventions delivered  Results would include activities such as counselling, disability aids, welfare support, and referrals to other external services/activities.	Estimated:  January 2024 – June 2028.

## 5.2 Advocacy Support Programme (Truth, Justice, and Acknowledgement)

Activity	Deliverable	Outputs	Results	Project Lifetime
Continuation and Development of an Advocacy Support Network across NI, ROI, and GB	22 Advocacy Workers employed by selected Community Partners.	5,000 advocacy need reviews completed.  70 victims and survivors supported per worker per year	6,000 interventions delivered  e.g., Engagement with PRONI. Support to record narrative/lived experience. Support to engage with legacy institutions etc.	Estimated:  January 2024 – June 2028

## 5.3 Training and Development

Activity	Deliverable	Outputs	Results	Project Lifetime
Participations in Education and/or Training that builds the capacity of those who provide support and services to victims and survivors	Training courses and learning.	1,000 individuals participating in training	750 individuals completing training	Estimated:  January 2024 – June 2028

## 5.4 Budget Available

The VSS PEACEPLUS Project application will have a total value of up to €25 million (c£21m). The elements of the Health & Wellbeing Network and Advocacy Programme covered by this expression of interest (along with some support/administration costs) are expected to receive an allocation in the region of £15m – to cover delivery for an estimated 4.5-year period commencing January 2024.

A further £1.5m – £2m is expected to be allocated in relation to Resilience and Training.

## 5.6 Eligible Costs

- Staff Costs
  - Health and Wellbeing Caseworkers
  - Advocacy Support Workers
  - Advocacy Support Managers
  - Project Management/Support Workers\*
  
- Travel and Accommodation

*\*Dependant on the number of caseworkers/advocacy workers allocated and consideration of the complexity of each individual Partner's role, VSS may allocate support staff (e.g., admin and/or finance staff) to assist in the management of the delivery as a Partner. This will form part of the Stage 2 Selection Process in consultation with potential Project Partners.*

It is important that a strategic and holistic approach is adopted to ensure consistency and quality of service. Therefore, Job Descriptions which should be used by organisations to recruit these posts are included in [Annex 2](#) of this document.

Job Descriptions detail the salary level per NJC scales which are to be adhered to for all funded posts across the Partnership.

## 6. The Role of a Project Partner

VSS has always considered the organisations funded through VSS PEACE IV project and the Victims Support Programme to be our 'Community Partners', and this remains the case. However, the role of a Project Partner for the PEACEPLUS project is specifically defined and operated within specific EU Programme Rules. VSS as the **Lead Partner** will be responsible for the overall co-ordination, management, and implementation of the project. **Project Partners** will be responsible for the implementation of an agreed project work plan and allocated budget.

Project Partners are responsible for the management of the budget, cash flow, delivery, monitoring, and the submission of regular financial and monitoring reports directly to SEUPB.

Both VSS and Project Partners will have responsibility for submitting partner-level financial claims to SEUPB (or a nominated third party) for verification, and for managing resulting cash flows etc.

This is a significant change from the previous approach adopted within the PEACE IV Programme. Project Partners must ensure they have the capacity to manage this relationship and are aware of the risks associated with this role.

Further details can be found in [Annex 1 - Roles and Responsibilities – Grantee Vs Project Partner](#)

## 7. Eligibility Criteria

Any legally constituted organisation which meets the below criteria is eligible to express an interest in becoming a Project Partner. Within this project, all services being delivered must be solely focused on victims and survivors of the Troubles/conflict as defined under the Victims and Survivors (NI) Order 2006.

All organisations will be required to:

- Have a constitution or set of rules which are dated and signed as adopted by the date the proposal is submitted.
- Be registered as a charity, provide a charity registration number, and have operated as a charity for the last 3 years (i.e., from 1 January 2020).
- Provide an accurate list of current Committee/Board members.
- Provide copies of your organisation's Charity Accounts/Financial Statements covering the last 3 years available. (Final accounts approved and authorised by your Board/committee)
- Provide an up to date (within the last 6 months) bank statement in the legal name of the organisation.
- Provide a Signed Declaration (Within the Expression of Interest Form)

This information will be requested within the Expression of Interest form.

**Please note:** The inability to produce the information requested by the closing date of **12 noon Monday 20<sup>th</sup> February 2023**, will result in disqualification from the process.

### Eligible area

The eligible area for the PEACEPLUS Programme is:

- Northern Ireland; and
- the Border Region of Ireland (counties Cavan, Donegal, Leitrim, Louth, Monaghan, and Sligo)

Organisations located elsewhere (including GB) are also eligible to submit an Expression of Interest, provided they can demonstrate how the project will support

victims and survivors of the Troubles/conflict within the wider area of impact which includes Northern Ireland, Ireland, and GB.

## **8. Process for the Selection of Project Partners**

The VSS Board will make the ultimate decision on the selection of Partners.

There will be a two-stage selection process:

- Stage 1**      Suitability to be a Partner (based on selection and assessment criteria).  
Stage 1 contains two parts:
- Part 1 – Selection
  - Part 2 – Assessment
- Stage 2**      Formation of the Partnership and the allocation of resources to ensure a distribution which meets the needs of victims and survivors (e.g., geographical considerations, community considerations etc).

It is the role of the VSS Board to ensure that resources are allocated against identified needs in a transparent, fair, and effective way.

The VSS Board will also ensure that interventions are equitably targeted as per the identified needs and priorities.

In doing so, the VSS Board will take account of community geographies across the eligible area, combined with proposed approaches to meet the needs identified within each locality. Therefore, VSS may not be in a position to approve all Health and Wellbeing Caseworker, or Advocacy Support posts requested within the Expression of Interest.

Information to support the VSS Board arriving at a decision should be clearly demonstrated within the Expression of Interest Form.

The Board will not take into consideration any background knowledge of your organisation or supplementary information provided that is not requested as part of the Expression of Interest.

Applicants should be aware that the VSS Board reserves the right to fund only specific strands or parts of proposals that are most appropriate for the priorities agreed and resources available. Under such circumstances, the VSS will engage with organisations to come to an agreed approach/allocation.

VSS retains final discretion on formation of the Partnership, and all allocations of funding within the partnership in relation to the project application.

## 9. Selection Criteria (Stage 1 – Part 1)

VSS wish to promote a holistic model of support to victims and survivors. Partners can apply to engage in the delivery of **Health and Wellbeing Casework**, or **Advocacy**, or **both**. However, in the instance of applying for Health and Wellbeing or Advocacy services only, VSS will require demonstration of clear and formal referral pathways which must be in place to promote a holistic model of delivery and to demonstrate the development and evolution of networks within and between organisations across the sector.

The pathways and relationships between organisations must be underpinned by a Letter of Support/Memorandum of Understanding, which needs to confirm the agreed referral pathway in place between organisations.

This Letter of Support should be signed by the CEO/Chair of the supporting organisation.

The formal referral pathway must form part of the overall management structure for the delivery of services and the effectiveness of this arrangement will be assessed at Stage 1 - Part 2 Assessment. (See [Section 10](#))

Therefore, **ALL** eligible applications will be required to meet **ONE** of the following selection criteria:

**Criteria 1** - For organisations who wish to be part of **BOTH** the Health and Wellbeing Caseworker Network and Advocacy Support Programme they must be able to demonstrate:

- BACP (or equivalent) accreditation - or be in advanced stages of application process.

**AND**

- At least 3 years' experience in the last 5 years, in the delivery of Psychological/Talking Therapies for victims and survivors of trauma.

**AND**

- At least 3 years' experience in the last 5 years in the provision of Advocacy\* Support to victims and survivors of the Troubles/conflict.

*\* For the purposes of this process, advocacy support is defined as the provision of support to victims and survivors of the Troubles/conflict, to engage with legacy mechanisms/institutions.*

**Criteria 2** - For those organisations who wish to be part of the **Advocacy Support Network ONLY** they must be able to demonstrate:

- At least 3 years' experience within the last 5 years, in the provision of Advocacy\* Support to victims and survivors of the Troubles/conflict; and

**AND**

- A formal established referral pathway into an organisation\*\* with:
  - BACP (or equivalent) accreditation - or be in advanced stages of application process; and
  - At least 3 years' experience in the last 5 years, in the delivery of Psychological/Talking Therapies for victims and survivors of trauma.

*\* For the purposes of this process, advocacy support is defined as the provision of support to victims and survivors of the Troubles/conflict, to engage with legacy mechanisms/institutions.*

*\*\*A Letter of Support must be submitted with the Expression of Interest.*

**Criteria 3** - For those organisations who wish to be part of the **Health and Wellbeing Caseworker Network ONLY** they must meet **either** **Criteria 3A OR** **Criteria 3B**.

**Criteria 3A**

- BACP (or equivalent) accreditation - or be in advanced stages of application process.

**AND**

- At least 3 years' experience in the last 5 years, in the delivery of Psychological/Talking Therapies for victims and survivors of trauma,

**AND**

- A formal referral pathway into an organisation\* who has 3 years' experience in the last 5 years delivering Advocacy\*\* Support for victims and survivors of the Troubles/conflict

*\*A Letter of Support must be submitted with the Expression of Interest.*

*\*\* For the purposes of this process, advocacy support is defined as the provision of support to victims and survivors of the Troubles/conflict, to engage with legacy mechanisms/institutions.*

**Criteria 3B**

- At least 3 years' experience with the last 5 years, in the delivery of health and wellbeing support services for victims and survivors of trauma

**AND**

- A formal established referral pathway into an organisation\* with:
  - BACP (or equivalent) accreditation - or be in advanced stages of application process; and:
  - At least 3 years' experience in the last 5 years, in the delivery of Psychological/Talking Therapies for victims and survivors of trauma

**AND**

- A formal referral pathway into an organisation\* who has 3 years' experience in the last 5 years delivering Advocacy\*\* Support for victims and survivors of the Troubles/conflict

*\*A Letter of Support must be submitted with the Expression of Interest.*

*\*\* for the purposes of this process, advocacy support is defined as the provision of support to victims and survivors of the Troubles/conflict, to engage with legacy mechanisms/institutions.*

Applications which do not meet the essential selection criteria will not progress towards the next stages of the Expression of Interest Process.

## 10. Assessment Criteria (Stage 1 – Part 2)

All applications which have passed the selection criteria will then be scored against the following assessment criteria in which a minimum mark of 6 required in each criterion:

Criteria	Marks	Weighting	Score Available
<b>1: Need and Demand</b>	0-10	(x3)	30
<b>2: Experience and Capacity to deliver</b>	0-10	(x3)	30
<b>3: Management/Governance Arrangements</b>	0-10	(x4)	40
<b>Total marks available</b>			<b>100</b>

Further details on each of the assessment criteria outlined above is included within the VSS Expression of Interest Form which is available to download on the VSS website: [www.victimsservice.org](http://www.victimsservice.org)

## 11. Budget allocation

Allocation of resources across the Partnership will be made within **Stage 2** of the process. Allocation of Health and Wellbeing Caseworkers and Advocacy Support staff will be based on the assessment (scoring) of the application.

The allocation will also consider the number of posts requested within the expression of interest, and the evidence of need. VSS will also reserve the right to allocate posts in a manner which ensures that there is an appropriate geographic/community spread according to need.

VSS will also allocate the following resources:

### Support Staff Costs

VSS will review the size of the proposed partner budget following the allocation of Health and Wellbeing and Advocacy staff posts which will be considered alongside the complexity of your delivery model. VSS will allocate appropriate support staff costs, such as finance and admin posts, to assist in the financial and non-financial monitoring and reporting requirements of a Project Partner.

**Please Note:** It is anticipated that selected Partners will range significantly in size and complexity. Partners with small scale staffing for Health and Wellbeing and Advocacy delivery are unlikely to require a specific support staff allocation.

The process of allocation will be undertaken at Stage 2 in consultation with potential Project Partners.

### **Resilience & Training Budgets**

VSS will allocate Resilience and Training budgets to Project Partners at Stage 2 of the process.

Consultation will take place with all selected Project Partners to determine the most appropriate delivery partners for these elements of the project. This will be based on the capacity within the organisation to manage the additional budgets and the resources to form partnerships with the wider community and voluntary sector.

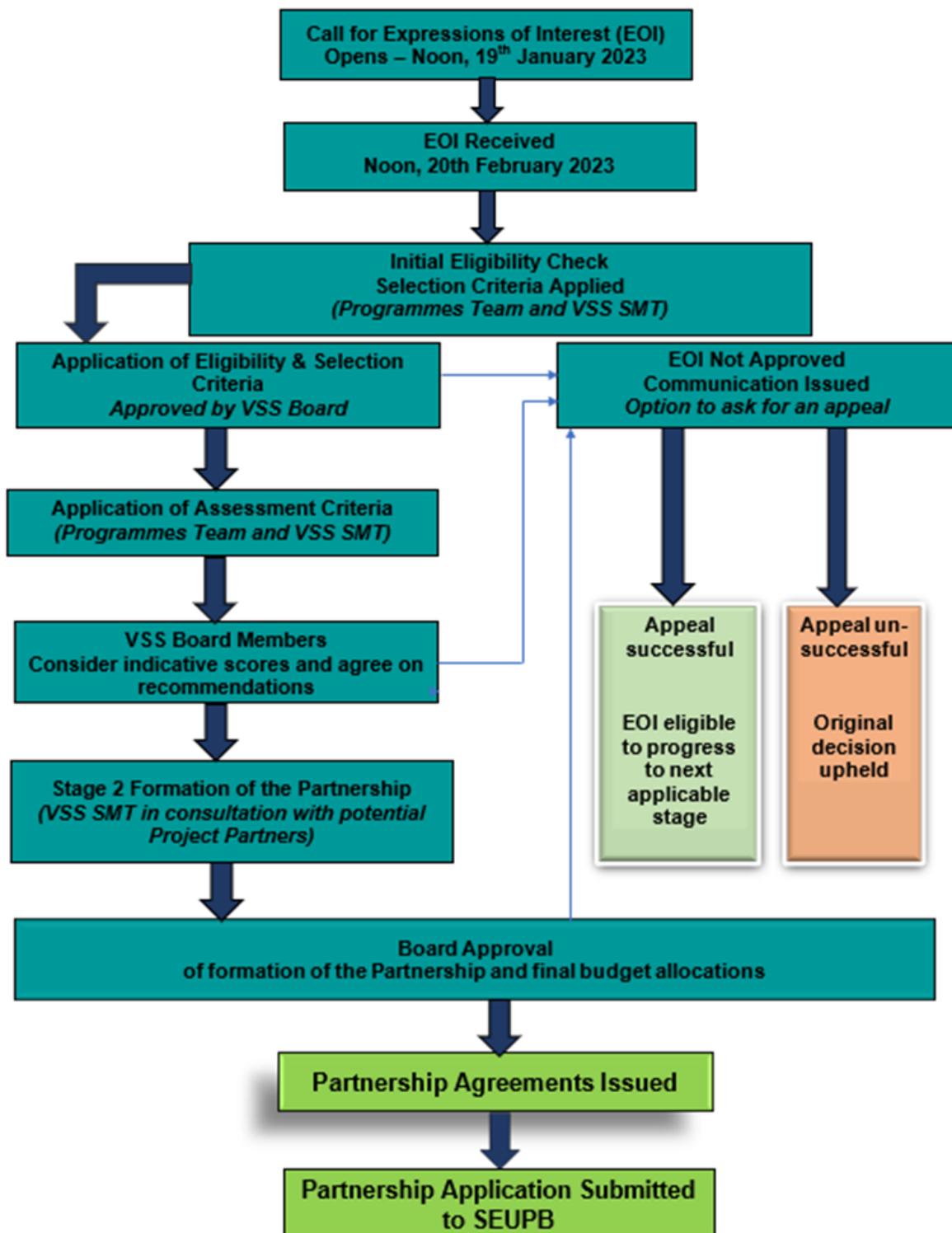
VSS reserves the right to allocate “Sub Partners” who will be directly linked to VSS as Lead Partner. This will depend on the size of budget allocated at Stage 2 of the Selection Process and the organisations’ capacity to deliver. All such partners, along with all community organisations supported by VSS outside of PEACEPLUS, will retain access to significant resilience support through collaboration with VSS.

## **12. Decision Making Process**

The VSS Board will assess the Expressions of Interest and will make the final selection of Project Partners and allocation of resources.

Please see overleaf Fig. 1 Decision Making Flow Chart.

Fig. 1 Decision Making Flow Chart



### 13. Timeline

The timeline for the Expression of Interest process is as follows:

Call opens:	12 noon Thursday 19 <sup>th</sup> January 2023
Closing Date (Deadline):	12 noon Monday 20 <sup>th</sup> February 2023
VSS Decision Making Process	February/March 2023
Decisions communicated	Early March 2023
Services contracted to commence*:	Late 2023/early 2024

\*The commencement date will be subject to the SEUPB assessment process for the VSS Partnership.

Expressions of Interest must be completed on the Expression of Interest Form provided by VSS. This form is available to download from the VSS website at the following link: <http://www.victimsservice.org/> Completed Expressions of Interest should be emailed to the following email address: [Programmes@vssni.org](mailto:Programmes@vssni.org)

**Please note:** We recommend that you request a read receipt to ensure that that your email has been received by VSS. Please contact us to confirm receipt if you do not receive an email confirmation from VSS within 24 hours of submission.

Hard copy Expressions of Interest can also be submitted to the following address:

**Victims & Survivors Service**  
**1<sup>st</sup> Floor, Seatem House**  
**28-32 Alfred Street**  
**Belfast**  
**BT2 8EN**

**By post:** applicants are advised to send these via recorded delivery and ensure correct postage is affixed. VSS will not accept items where there is a cost for underpaid postage or where there is a delay in the postal system.

**By hand:** VSS reception staff will provide a receipt to confirm the document has been received on delivery of applications by hand.

**Late Expressions of Interest and or related documentation will not be accepted. This is applicable to electronic and hard copy documentation.**

## **14. Appeal**

Unsuccessful applicants who wish to appeal the outcome of the selection process may do so. The Appeal Process is publicly available on the VSS website at the following link: [VSS-G1-Appreal-Process-June-21-6.pdf \(victimsservice.org\)](https://victimsservice.org/VSS-G1-Appreal-Process-June-21-6.pdf)

## Annex 1 – Roles and Responsibilities – Grantee Vs Project Partner

	<b>Grantee (PEACE IV)</b>	<b>Project Partner (PEACEPLUS)</b>
<b>Application</b>	Open funding call	Open expression of interest process – appointment as Partner – all at pre-application stage
<b>LOO</b>	VSS issued LOO to C&V and retained some control to amend	C&V receives LOO from SEUPB as a Project Partner – formal modification required for all changes
<b>Verification</b>	VSS vouched expenditure alongside VSP – quarterly claims	Quarterly claims uploaded to SEUPB’s electronic system and sample-based vouching applied by SEUPB / third party
<b>Cashflow</b>	VSS provided funding quarterly in advance	SEUPB provides one advance at beginning of project. C&V to manage cashflow through use of advance, followed by prompt submission of claims and reimbursement from SEUPB This arrangement means that Project Partners will need to have other funds available to repay the advance at the end of the project.
<b>Reporting</b>	VSS reported to SEUPB on behalf of all C&V spend & deliverables	C&V as partners will submit quarterly reports to SEUPB alongside claims submitted
<b>Audit</b>	VSS coordinated checks on outputs	SEUPB will engage directly with C&V Partners on audits

## Annex 2 – Job Descriptions

### HEALTH AND WELLBEING CASEWORKER

<b>Job Title:</b>	Health & Wellbeing Caseworker
<b>Organisation:</b>	<b>Subject to Open Call</b>
<b>Location:</b>	To be Confirmed on appointment
<b>Salary:</b>	NJC Scale 6 Pt 21- £28,900
<b>Reports to:</b>	Service Manager (Employing Organisation)

#### **Background**

(Background information as per employing organisation)

#### **Purpose of the Role**

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.

#### **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 PEACEPLUS Resilience Programme.
- 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 (employing organisation).
- 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.

AND

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.

Desirable Criteria:

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.

## **ADVOCACY SUPPORT WORKER**

**Job Title:** Advocacy Support Worker

**Organisation:** **Subject to Open Call**

**Location:** To be Confirmed on appointment

**Salary:** NJC SO1 Pt 25 - £32,020

**Reports to:** Advocacy Support Manager (Employing Organisation)

### **Purpose of the Role**

This project (funded through PEACEPLUS) offers support, advocacy, and advice in relation to Truth, Justice and Acknowledgment to families bereaved as a result of the Troubles/conflict. The post holder will be required to support, advocate on behalf of, and advise families who wish to engage with statutory and other bodies in respect of their bereavement.

### **Job Description**

The key elements that constitute the role of the Advocacy Support Worker are as follows:

### **Advocacy Services**

- Provide families with information about relevant statutory and other organisations to help them make a properly informed judgement on engaging with such organisations, and to help them to consider all options available to them.
- Prepare families for and facilitate meetings with relevant organisations and witnesses.
- Maintain and update files on each case, and ensure all files are properly archived and recorded into a single publicly accessible record.
- Research individual cases to ensure that families and (employing organisation) are fully prepared for meetings with relevant agencies.
- Correspond with any relevant bodies to gather information on each case.

- Organise meetings with client groups and/or families for the purposes of sharing information or planning events.
- Conduct research with families to document the impact of the Conflict related incident and broader issues that provide a contextual background to cases.

### **Service Development and Quality Improvement**

- Collate and edit the information from official and family sources into a single publicly accessible record.
- Represent the (employing organisation) at public meetings, conferences, and subgroups.
- Plan and organise conferences, meetings etc as relevant to the work of (employing organisation).
- Undertake further training as required.

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 (employing organisation).

### **Role Competencies**

#### **Essential Criteria:**

By the closing date for applications, candidates must be able to demonstrate:

1. A relevant University degree, or equivalent qualification plus 1 years' experience providing advocacy and advice to vulnerable clients engaged in legacy processes.

Or

4 years' experience providing advocacy and advice to vulnerable clients engaged in legacy processes.

And

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

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. 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.

## **ADVOCACY SUPPORT MANAGER**

**Job Title:** Advocacy Support Manager

**Organisation:** **Subject to Open Call**

**Location:** To be Confirmed on appointment

**Salary:** NJC PO3 Pt 33 - £39,493

**Reports to:** **(Employing Organisation)**

### **Purpose of the Role**

This project (funded through PEACEPLUS) offers support, advocacy, and advice in relation to Truth, Justice and Acknowledgment to families bereaved as a result of the Conflict/Troubles. The post holder will be responsible for key aspects of the management, implementation, and effective delivery of the Advocacy Support Programme within their organisation. This will involve the development and implementation of operational plans to ensure that programme targets are achieved, and key aspects of the position are to ensure the Advocacy Support Programme is managed in a robust and transparent manner and service delivery standards are met.

The Advocacy Support Manager will provide high level leadership, management, and supervision in relation to the Advocacy Support Service. This will include close liaison with Health and Wellbeing Case Managers to ensure involvement at a regional level.

### **Job Description**

The key elements that constitute the role of the Advocacy Support Manager for (employing organisation) are as follows:

#### **1. Co-ordination and Delivery of Advocacy Services**

- Manage the Advocacy Support Programme, ensuring progression of recruitment and development of networks of communication.
- Research and report information in relation to the implementation of the PEACE IV Programme and provide briefing material as required.

- Ensure that all resources are safeguarded and are used economically, efficiently, and effectively.
- Manage the daily operations of the Advocacy Support Programme through the use of appropriate systems, processes, policies, procedures, and practices to meet the needs of victims and survivors.
- Ensure that good governance and effective controls are in place and maintain a strategy for the management of risk.
- Provide families with information about relevant statutory and other organisations to help them make a properly informed judgement on engaging with such organisations, and to help them to consider all options available to them.
- Prepare families for and facilitate meetings with relevant organisations and witnesses.
- Research individual cases to ensure that families and the organisation are fully prepared for meetings with relevant agencies.
- Maintain and update files on each case, and ensure all files are properly archived and recorded into a single publicly accessible record.

## **2. Monitoring and Evaluation**

- Develop and manage the systems for ensuring that all key programme targets are met, with respect to agreed outputs, outcomes, and financial targets.
- Develop and manage the systems for monitoring and reporting PEACE IV programme activity to the VSS.
- Ensure the appropriate financial procedures, guidance notes, controls and structures are in place for the effective, efficient, and economic management of the Advocacy Support aspect of the PEACEPLUS Programme.
- Contribute to the planning, agreement and monitoring of financial and non-financial targets and key performance indicators.

## **3. People Management and Leadership**

- Effectively manage and plan staffing resources.

- Ensure there is a fully trained staffing complement within the PEACE IV Advocacy Support Programme team.
- Allocate and monitor the workload of Advocacy Support Workers.
- Provide clear direction, effectively build capacity, and manage change for the organisation to address current and future challenges.
- Demonstrate an inclusive style of leadership which motivates staff, develops commitment, and encourages innovation.
- Demonstrate a high level of personal integrity and maintain professional standards throughout the organisation.
- Plan and organise conferences, meetings etc as relevant to the work of the organisation.
- Represent the (employing organisation) at public meetings, conferences, and subgroups
- Ensure that all other staff are kept fully aware of all relevant developments relating to the work of the Advocacy Support Programme to ensure that all aspects of the work is properly coordinated and that there is no unnecessary overlap or duplication of work.
- Undertake and/or deliver further training as required.

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 (employing organisation).

## **Role Competencies**

### **Essential Criteria:**

By the closing date for applications, candidates must be able to demonstrate:

1. A relevant degree plus 3 years' experience providing advocacy and advice to vulnerable clients engaged in legacy processes.

Or

5 years' experience providing advocacy and advice to vulnerable clients engaged in legacy processes.

And

2. A minimum of 4 years' practical experience collating and analysing complex information and drafting reports.
3. A minimum of 4 years' experience working and building relationships with multiple stakeholders.
4. A minimum of 4 years' experience working at a middle management level.
5. 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.