

# RECRUITMENT PACK

## Caseworker – James Cook University Hospital



Hello, thank you for your interest in this exciting role.



### About Day One Trauma Support

Day One is the only national charity dedicated to supporting anyone affected by any type of major physical trauma and serious and life-changing injury. We provide practical, financial and emotional support to adults and children as well as their families and loved ones.

***Our mission is to help anyone affected by major trauma and serious and life-changing injuries to piece their life back together – from day one and for as long as it takes.***

Our caseworkers work alongside NHS clinical colleagues in Major Trauma Centres (predominantly in the North of England at the moment), delivering face to face support in the aftermath of a major physical trauma. We also provide support to patients, and their loved ones, across the UK, through our remote national support offer and a gold standard volunteer peer support programme.

With caseworkers in 7 major trauma centres, a growing base of supporters and a passionate team of staff and volunteers, we are making a real difference to people at a time when they are extremely vulnerable and need rapid access to a range of practical and emotional support interventions, and our services are in high demand.

We are a Living Wage accredited employer and offer an excellent benefits package within an inclusive and supportive working environment.

You can learn more about Day One Trauma Support [here](#)

**It's such an exciting time to join an ambitious rapidly growing national charity!**

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Who you'll be working with



The postholder will report directly to the Services Manager whilst working closely with peers within services team through mentorship, team meetings and training.

### How to apply

Please upload your CV, and cover letter, no longer than two pages, demonstrating how you meet the criteria and outlining why you're interested in the role via Charity Jobs.

If you have any questions about the role, or you would like an informal chat with the Services Manager, please email [People@dayonetrauma.org](mailto:People@dayonetrauma.org)

**Closing date:** Friday 12<sup>th</sup> June 2026

**First stage virtual interviews:** On-going

**Second stage in-person interviews at James Cook:** On-going

**Applications will be reviewed on a rolling basis; therefore, early applications are encouraged. We reserve the right to close this vacancy early should we receive a high volume of suitable applications.**

**Please note: if you have applied for this role within the past six months, you are not eligible to apply again at this time.**

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Job description



### Overview

<b>Job title</b>	Caseworker
<b>Reports to</b>	Services Manager
<b>Hours</b>	Full-time: 37.5 hours. It is expected that work may be required outside normal working hours occasionally. However, time off in lieu is offered in accordance with the policies and procedures around working additional hours.
<b>Contract</b>	Permanent (subject to a six-month probationary review)
<b>Salary</b>	£32,000 - £39,000 per annum (depending on experience and qualifications)
<b>Job share available</b>	No
<b>Location</b>	James Cook University Hospital, Marton Road, Middlesbrough. TS4 3BW
<b>Benefits</b>	<ul style="list-style-type: none"><li>• 26 days annual leave per year, plus your birthday and Bank Holidays</li><li>• Auto-enrolment into pension scheme; 5% employer contribution, from 3% employee contribution</li><li>• Employee Assistance Programme including 24 hour Advice and Information Line and face to face structured counselling</li><li>• DoctorLine - 24/7 telephone access to a practising UK GP from anywhere in the world</li><li>• Specsavers eyecare vouchers</li><li>• BUPA flu vaccines</li><li>• Discounts on gym memberships, digital fitness subscriptions and equipment across the UK</li><li>• A wide range of discounts and rewards through Westfield Rewards</li><li>• Eldercare Advice through Westfield Health</li></ul>

### Purpose of the Role

To deliver the Day One Casework bedside model to patients, or those closest to them, impacted by serious or multiple injuries which could result in life changing consequences, such as disability or death, within James Cook University Hospital, providing support on some of the wards (such as rehabilitation), on-site clinics and other settings (e.g. rehabilitation centres).

Have a visible physical presence within the Trust, becoming embedded into clinical teams focussing on major trauma pathways, facilitating outpatient and in-person legal clinics.

To work closely with those impacted by serious and life-changing injury, taking referrals and carrying out initial assessments of need, expertly navigating, signposting and putting services in place in the immediate aftermath of major trauma, including talking about and facilitating timely access to legal support to aid rehabilitation.

To establish and develop relationships with key stakeholders to promote Day One and address the needs of those affected by serious and life-changing injury.

To work as part of the wider Day One Service's team and organisation, taking responsibility for own record keeping and data collection in line with regulatory requirements.

### Key Responsibilities

The post holder's primary duties and responsibilities are as follows:

- Work closely, and in partnership, with NHS clinical staff and relevant community and voluntary sector organisations, to address the needs of patients, and those closest to them, affected by serious and life-changing injury.
- Operate a case management approach to individuals, assessing and identifying needs, putting support in place including signposting, making referrals and direct support.
- Provide consistency in assessment of all patients and their loved ones, irrespective of injury cause, age, status, giving access to the earliest possible specialist legal advice which supports rehabilitation and NHS cost recovery.
- Maintain detailed case records, including accurate records of activity and intervention, using Day One's Customer Relationship Management (CRM) system, capturing and storing data in line with Day One policies and procedures and regulatory requirements.
- Contributing towards report writing through the writing case studies and narrative to support data collection.
- Implement processes and procedures to collect patient and family feedback and contribute to ongoing monitoring and evaluation of Day One services through providing relevant information, case studies and reports.
- Deliver awareness raising presentations to clinical colleagues and departments.
- Organise and facilitate outpatient and in person legal clinic drop-in sessions.
- Build awareness of the role and charity's purpose through building strong and effective relationships across the regional major trauma network, ensuring those who need it have access to Day One support.
- Work closely with local authority, statutory and voluntary organisations to provide patient and family support and advocacy.
- Help establish other support mechanisms once a person is no longer within the hospital setting, supporting the patient discharge process in conjunction with leadership from NHS staff.
- Identify and support the recruitment and supervision of Day One volunteers, where appropriate.
- Work closely in partnership with our Peer Support Service, focussed on promoting awareness and uptake within the region.
- Work closely with the wider team on performance, quality, safety and effectiveness of all services, ensuring appropriate safeguarding policies are followed.
- Work closely with our Fundraising and Communications team, supporting national activity, as well as regional initiatives to raise awareness and fundraise.

- Be prepared to travel across the region and, on occasion, to other sites and national meetings as required.
- Willingness to undertake continuous development and training for the role, including mandatory Day One and NHS Trust specific training.
- Participate in external clinical supervision and monthly caseworker reflective practice to sessions to effectively explore and uphold professional boundaries within a safe, structure and supportive environment.

Other

**Development of the job description**

The job description is subject to future review. The post holder is expected to contribute towards determining the future content of this role in the best interests of the charity as it develops and grows.

**Equality, Diversity and Inclusion**

Day One Trauma Support is proud to commit to creating and celebrating a diverse and inclusive team to deliver the best quality service that we can. The people we support are unique, and we want you to be too. We are a welcoming and inclusive employer providing a family friendly and flexible environment. We are supportive of everyone regardless of their background. We'd like you to be able to bring your authentic self to work. We really value that. Be you!

**Disclosure and Barring Service**

If you are offered a position, you will be required to undertake an enhanced DBS check.

**Working on hospital sites**

While your contract of employment is with Day One Trauma Support, you will also have an honorary contract with South Tees Hospitals. When you are working on site at NHS Trusts you must comply with any site rules, protocols and measures that are in place on that site or specific to the work you are undertaking. These will be discussed with you and will form part of any agreements between Day One and the respective NHS Trust/s.

For example, these may include:

- Access and infection control
- Health and safety
- Confidentiality
- Patient protocols

	Criteria	Identified Through:
Key Competencies & Experience		

<p><b>Essential</b></p>	<p><b>Experience of:</b></p> <ul style="list-style-type: none"> <li>• Delivering support, signposting or coordinating services in a healthcare, social care, charity or similar setting.</li> <li>• Working autonomously to assess need and coordinate support.</li> <li>• Presenting to groups with diverse audiences, including clinical and non-clinical staff.</li> <li>• Operating within a fast-paced setting as part of a multi-disciplinary team.</li> <li>• Liaising with community, voluntary sector and NHS services and agencies.</li> </ul> <p><b>Knowledge &amp; understanding of:</b></p> <ul style="list-style-type: none"> <li>• Specific issues that affect people who are impacted by serious and life-changing injury.</li> <li>• The principals of safeguarding, confidentiality and data protection.</li> <li>• IT software and systems and programmes, e.g. Microsoft office suite and CRM systems.</li> </ul> <p><b>Skills, abilities &amp; qualities:</b></p> <ul style="list-style-type: none"> <li>• Aligns with the values of Day One (caring. Ambition, openness, inclusivity and authenticity).</li> <li>• Has a professional, caring, sensitive and responsive approach.</li> <li>• Ability to work consistently and safely within policies and procedures whilst maintaining professional boundaries at all times.</li> <li>• Emotional intelligence, resilience and adaptability.</li> <li>• Pro-active self-starter, able to work autonomously, using own initiative as well as work as part of a diverse team.</li> <li>• Organised and responsive to others in a way that is both timely and professional.</li> <li>• Cool and calm-headed decision maker.</li> <li>• Can work under pressure and manage competing priorities.</li> <li>• Can use effective support systems to develop own knowledge and practice.</li> <li>• Can maintain accurate case management records and file notes.</li> <li>• Confident about speaking to people who are extremely vulnerable and have experienced serious injuries and traumatic events.</li> </ul>	<p>CV/Interview</p>
	<ul style="list-style-type: none"> <li>• Knowledge of working with or within NHS Trusts and/ or the charity or voluntary sector.</li> <li>• Experience of developing and embedding new services or initiatives.</li> </ul>	<p>CV / Interview</p>

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**Day One**

- Experience of working with people impacted by serious injuries or major trauma in any setting.
- Previous experience of working with volunteers.
- A relevant professional qualification is desirable, but not essential.
- Commitment to, and evidence of, continuing personal development.

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### Additional information

<b>Annual leave</b>	Annual leave is 26 days a year (pro rata for part-time posts) plus your birthday. The leave year runs 1 April to 31 March. Team members are also entitled to full pay for all public and bank holidays.
<b>Hours of work</b>	Standard working hours are 37.5 hours per week, Monday to Friday. Due to the nature of this role, team members are sometimes required to be flexible in terms of when these hours are worked and may occasionally need to work evenings or weekends.
<b>Incremental pay rises</b>	As a charity, Day One does not automatically award annual pay rises and any pay increase will be based on the affordability to the charity.
<b>Mileage and expenses</b>	Team members are able to reclaim mileage at 45p per mile when they use their own vehicles for work purposes (excluding whilst travelling to their primary place of work if site based). Team members must be insured for business use, have a valid driving licence and a roadworthy car before mileage can be claimed. Other out of pocket expenses will be reimbursed. Further details are provided on induction.
<b>Pension scheme</b>	All new team members will be automatically enrolled in the pension scheme, 5% employer contribution, from 3% employee contribution and full details will be provided during induction.
<b>Probation period</b>	All new team members are required to complete a successful 6-month probation period. During this period team members will be assessed against set objectives.
<b>Relocation expenses</b>	Day One is unfortunately unable to provide relocation expenses to potential team members.
<b>Sickness</b>	In addition to Statutory Sick Pay, contractual sick pay will be paid for up to five days for the first six months from the first day of sickness. After this you are entitled to contractual sick pay of up to one-month full pay and one month's half pay.