



## Recruitment Pack – Caseworker, Leeds General Infirmary

Day One is an ambitious young charity dedicated to supporting people affected by serious and life changing injury. Maturing and entering our fifth year of operation we are entering an exciting phase of development.

In just a few years, Day One Trauma Support has evolved from a pioneering idea into a movement — with people affected by serious and life-changing injury supporting each other and showing that recovery is more than just survival.

We are committed to building on these foundations — because our greatest strength is our community: people with lived experience who are experts in their own recovery.

Alongside our ‘community’ are our specialist teams who are experts in ‘being there’ from Day One, wrapping the right support around people in the immediate aftermath of injury, through to the later stages of recovery.

### **Our Strategic Ambition:**

To build a UK-wide community of support, anyone affected by serious and life-changing injury can easily connect, to find information about recovery and those who can support their journey.

Day One Trauma Support’s challenge is clear: to grow in depth, reach, and influence. Continually reviewing and improving, designing and testing new approaches when we spot unmet need or an opportunity to do better. — this will help us move towards achieving our vision: **a future where no one is left to cope with serious and life-changing injury alone.**

Our mission is to help anyone affected rebuild their life — from Day One and for as long as it takes.

Joining at an exciting time as we prepare a three-year strategy 2026-29.

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**

## How to apply

Please upload your CV and supporting cover letter to Charity Jobs outlining why you're interested in the role. Please take your time to explain how your experience is relevant to this post.

**Closing date:** Thursday 30th April 2026

**First stage virtual interviews:** TBC

**Second stage in-person interviews:** TBC

To ensure our recruitment process is inclusive, we are happy to reimburse reasonable travel costs for in person interviews.

***We know that some people, especially those from marginalised backgrounds, may hesitate to apply unless they meet every listed requirement. If this role excites you and you believe you could make a strong contribution, we warmly encourage you to apply.***

***We actively welcome applications from people whose backgrounds are under-represented in the charity sector, including but not limited to: people from black, Asian and minority ethnic backgrounds, LGBTQ+ people, people with disabilities.***

## Job description

<b>OVERVIEW</b>	
<b>Job title</b>	Caseworker
<b>Reports to</b>	Head of Hospital Services
<b>Hours</b>	30 hours per week/ 4 days per week It is expected that work may be required outside normal working hours occasionally. However, we encourage flexible working patterns to accommodate this
<b>Contract</b>	Permanent – subject to a six-month probation period
<b>Salary</b>	£32,000-£39,000 pro rata for 0.8FTE, depending on experience and qualifications
<b>Location</b>	Leeds General Infirmary, George Street, Leeds, LS1 3EX
<b>Job share</b>	Yes
<b>Benefits</b>	<ul style="list-style-type: none"> <li>26 days annual leave per year, pro rata for part-time posts. 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>
<b>PURPOSE OF THE ROLE</b>	
<p>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 Leeds General Infirmary Hospital, providing support on some of the wards (such as rehabilitation), on-site clinics and other settings (e.g. rehabilitation centres).</p> <p>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.</p> <p>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</p>	

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 – TO NOTE

### **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 to our clients that we can. Our clients 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 a DBS. In addition, candidates who are shortlisted will be subject to a social media check.

### **Working on hospital sites**

While your contract of employment is with Day One Trauma Support, 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

## Person specification

	CRITERIA	IDENTIFIED THROUGH
<b>KNOWLEDGE, EXPERIENCE, SKILLS, and ATTRIBUTES</b>		

Essential	<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>	CV/Interview
Desirable	<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> <li>• Experience of working with people impacted by serious injuries or major trauma in any setting.</li> <li>• Previous experience of working with volunteers.</li> <li>• A relevant professional qualification is desirable, but not essential.</li> </ul>	CV / Interview

- Commitment to, and evidence of, continuing personal development.

## Our Values

Of course, it isn't just what you do but how you do it that's important too. We've included our values and behaviour framework so that you can see how we promote working with others and what's important to us. This is who we are:

CORE VALUES	KEY BEHAVIOURS
<b>Caring</b>	<ul style="list-style-type: none"> <li>• We accept, recognise and value people's differences.</li> <li>• We always treat people with respect.</li> <li>• We take time to listen carefully and understand, responding to individual circumstances</li> <li>• We support people in the way they wish to be supported.</li> </ul>
<b>Ambitious</b>	<ul style="list-style-type: none"> <li>• We proactively seek out opportunities that may be beyond traditional approaches</li> <li>• We inspire people to be ambitious, for example, our patients about their hopes for recovery, our employees to reach their potential</li> <li>• We embrace change to maximise opportunities and develop our potential</li> <li>• We develop partnerships that enable us to stretch our abilities</li> </ul>
<b>Open</b>	<ul style="list-style-type: none"> <li>• We are transparent and accountable, being happy to share information and provide a rationale for actions</li> <li>• We listen to feedback, especially from those with lived experience, to continuously improve</li> <li>• We collaborate with others, sharing learning and best practice</li> <li>• We are alert and open to new ideas and the world around us</li> </ul>
<b>Authentic</b>	<ul style="list-style-type: none"> <li>• We communicate honestly and constructively being mindful of our impact on others</li> <li>• We listen to those with lived experience to ensure this is at the heart of our work, informing what we do and responding to their needs</li> <li>• We challenge appropriately asking questions in a respectful way</li> </ul>
<b>Inclusive</b>	<ul style="list-style-type: none"> <li>• We value diversity in the broadest sense including diversity of thought, ideas and experience</li> <li>• We respect people's choices and act in a non-judgemental manner</li> <li>• We are supportive and encouraging of everyone regardless of their background</li> <li>• We treat people how they wish to be treated</li> </ul>

## 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.