



## Caseworker – NCA, GMMTH Recruitment Pack



Thank you for your interest in this exciting role. Here's some information to help you get a feel for what it might be like to work with us at Day One Trauma Support.

Day One is a young, ambitious national charity dedicated to supporting people impacted by serious or multiple injuries which could result in life changing consequences such as disability or death, referred to in the NHS as Major Trauma. We provide practical, emotional and financial support to adults and children as well as their families and loved ones. Inspired 'by patients for patients' our vision is that no one has to piece life back together on their own after catastrophic injury.

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

We work alongside NHS clinical colleagues in Major Trauma Centres, delivering support at the bedside in the aftermath of a major trauma, and across trauma networks providing a remote service through our National Offer. Our work is underpinned by understanding the 'lived experience' of people affected by their injuries and the significant trauma they have faced, and consequently, our championing of patient voice, influence and participation, along with being accessible to anyone in the UK at any stage of their recovery journey differentiates us from other signposting services in trauma care.

With good networks, 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.

We are looking for an outcomes focussed self-starter, with excellent communication and organisation skills who is able to work in a fast paced clinical environment.

### How to apply

Please upload your CV, and answer a few screening questions, 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 Casework Team Lead, please email [People@dayonetrauma.org](mailto:People@dayonetrauma.org)

**Closing date:** Midnight 2<sup>nd</sup> February 2025

**First stage virtual interviews:** Week commencing 10<sup>th</sup> February 2025

**Second stage in-person interviews:** Week commencing 24<sup>th</sup> February 2025

## Job description

OVERVIEW	
<b>Job title</b>	Caseworker
<b>Reports to</b>	Casework Team Lead/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>Location</b>	Based in Greater Manchester Major Trauma Hospital (GMMTH), Salford, this post will focus on both the hospital and other settings within the Northern Care Alliance.
<b>Benefits</b>	25 days per year, plus your birthday and Bank Holidays. Auto-enrolment into pension scheme; 5% employer contribution, 3% employee contribution. Employee Assistance Programme.

PURPOSE OF THE ROLE
<p>To deliver and develop 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 GMMTH, 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 catastrophic 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 early access to legal support to aid rehabilitation.</p> <p>To establish and develop relationships with key stakeholders to promote Day One and address the needs of those affected by catastrophic injury.</p> <p>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.</p>

## 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 catastrophic 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, 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.
- 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.
- Support the roll out of 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.

## 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 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 a DBS 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>		
<b>Essential</b>	<b>Experience of:</b> <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> </ul>	CV / Interview

	<ul style="list-style-type: none"> <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.</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>	
<b>Desirable</b>	<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> <li>• Commitment to, and evidence of, continuing personal development.</li> </ul>	<b>CV / Interview</b>