A black background with white text and green line

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**Application Pack**

A person holding her hand up to the sky

Description automatically generated**Complex Needs Practitioners**

**Welcome**

Changing Pathways is a registered Charity, providing domestic abuse services across the south of Essex, in partnership with Ending Violence in Essex Charity.

We are the Essex County Council commissioned service for **Harlow, Epping, Brentwood, Thurrock and Basildon.**

We deliver a range of services, offering a non-judgemental, trauma informed approach to support men, women and children who are or have experience domestic abuse. This includes:

* **Safe accommodation**
* **Outreach Support**
* **Specialist Services for the Global Majority**
* **Stalking Support**
* **Counselling**
* **Training**

Joining our team means becoming part of a dynamic, innovative, and supportive environment where your growth and success matter. We are passionate about what we do, and we value collaboration, creativity, and excellence. By joining us, you’ll work alongside talented individuals who inspire and challenge one another to achieve their best. We are committed to providing opportunities for professional development, fostering a culture of inclusivity, and recognising the unique contributions of every team member. If you’re looking for a workplace that values your skills, encourages your ideas, and supports your ambitions, this is the perfect place for you to thrive.

**Tania Woodgate**

**Chief Executive Officer**

A person and a child with painted hands

Description automatically generated**Our Vision**

Our vision is a world in which

all can live fulfilled lives, free

from domestic abuse. We aim

to create an equitable and just

future for women, men and

their families.

**Our Mission**

We do this to by helping everyone

find their own pathway out of life of domestic

abuse and change their future for the better. We

understand the complexities of domestic abuse and that individual who connect us are coming from different points in their journey, some are still in their relationships, some have left, but regardless of where they are, we will support them all.

**Our Values**

**EMPOWER** individuals to make their own choices in a safe environment to enable them to regain their independence.

Work with **RESPECT AND DIGNITY**, valuing everyone’s experiences and circumstances and advocating for their unique needs.

**EDUCATE** for the devastating impact that domestic abuse has on individuals, local community and society.

**COLLABORATE** and work in partnership with other organisations to provide the best support for those impacted.

**OUR TEAM**

**Board of Trustees**

**The Role**

The Complex Needs Practitioner provides specialist support to individuals experiencing domestic abuse who also face additional challenges such as mental health issues, substance misuse, disability, homelessness, or involvement with the criminal justice system.

This role supports survivors living both in the community and within refuges, ensuring that their unique and intersecting needs are met. The practitioner works closely with survivors, offering trauma-informed, person-centred interventions that promote safety, well-being, and independence.

Our Staff adhere to our values, that make us PROUD of our organisation.

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| **P** | **Positivity** | **We approach change and challenges with a positive mindset and optimism** |
| **R** | **Respect** | **We treat everyone fairly and with respect, value and celebrate differences** |
| **O** | **Ownership** | **Our behaviours are PROUD towards everyone regardless of their role** |
| **U** | **Unity** | **We are one Organisation. Together we are stronger** |
| **D** | **Dedication** | **We uphold a strong commitment to our clients, our work, the organisation and each other** |

**Main Responsibilities**

**Complex Needs specific**

1. Specialist Support for Survivors with Complex Needs

* Provide tailored, holistic support to survivors with multiple and complex needs, addressing mental health, substance misuse, disability, and other challenges.
* Conduct thorough needs assessments and develop individual support and safety plans.
* Offer emotional and practical support through one-to-one sessions, ensuring survivors feel heard and empowered.
* Work collaboratively with survivors to reduce barriers to accessing support services, housing, and healthcare.

2. Supporting Refuge & Community-Based Clients

* Support survivors living in the refuge, ensuring their additional needs are met in a safe and supportive environment.
* Provide outreach support to survivors living in the community, helping them maintain independence while staying safe.
* Assist survivors in accessing housing, financial support, healthcare, and employment/training opportunities.
* Help survivors build life skills, resilience, and confidence to move towards independent living.

3. Multi-Agency Working & Advocacy

* Work in partnership with external agencies, including mental health services, addiction support, housing providers, social care, probation services, and law enforcement.
* Act as an advocate for survivors, ensuring they receive the support they are entitled to from statutory and voluntary services.
* Attend case conferences, MARAC (Multi-Agency Risk Assessment Conference) meetings, and safeguarding meetings where necessary.
* Support survivors in navigating complex systems such as benefits, legal proceedings, and social services.

4. Safeguarding & Risk Management

* Conduct ongoing risk assessments and implement appropriate safeguarding measures.
* Work alongside refuge and outreach teams to develop safety plans for survivors at risk of harm.
* Report safeguarding concerns in line with organisational policies and statutory requirements.
* Ensure strict confidentiality and adherence to data protection policies when managing case records.

5. Crisis Intervention & Emergency Support

* Provide immediate, practical crisis support to survivors at risk, including emergency safety planning.
* Support survivors in fleeing domestic abuse, including arranging emergency accommodation and liaising with relevant agencies.
* Manage crisis situations effectively, remaining calm under pressure and responding with professionalism.

6. Training & Service Development

* Deliver awareness sessions and training to colleagues and partner agencies on supporting survivors with complex needs.
* Contribute to the development of policies and procedures to improve service provision.
* Stay up-to-date with best practices, emerging research, and relevant legislation in domestic abuse, mental health, and substance misuse.

**Practitioner**

1. Initiate and manage support plans that include delivery of high-quality face to face or telephone crisis intervention, information, advocacy and support, in respect to criminal and civil remedies, housing, health, welfare rights, children’s legislation and other appropriate interventions.
2. Advise service users of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised.
3. Proactively assess the needs and safety of any children that service users, using the service may have, ensure that any risks/needs identified are addressed directly with the service user and take appropriate action to safeguard them.
4. To support service users in understanding their strengths, identifying targets and achieving outcomes in line with a support plan, including the creation and review of the support plan.
5. Manage a case load ensuring each client receives a client focused approach to their complex needs.
6. To represent individuals views where appropriate, and put forward professional views.
7. Identify any safeguarding issues within the services for adults at risk and/or children and follow organisational safeguarding procedures to ensure the swift reporting of concerns to social services and taking any internal actions necessary.
8. In line with the new Domestic Abuse Act, assess children’s needs as victims in their own right, making referrals to Changing Pathways’ Children’s Services for specialist interventions where necessary.
9. Identify and assess the risks and needs of domestic abuse survivors using an evidence- based risk identification checklist, providing timely assessment within contract timescales.
10. Support the empowerment of the survivors and assist them in recognising the features and dynamics of domestic abuse present in their situation, and help them regain control of their lives.
11. Maintain timely, accurate, confidential records, ensuring all referral and support information is recorded using the On Track case management system. This includes the accurate daily management of the Duty Spreadsheet.
12. Participate in regular case management reviews with line manager thus ensuring case notes are accurately recorded, (current) risk is correctly identified and the most appropriate support and safety plan is in place.
13. Use an action planning approach to support a survivor to move forward and ensure the timely closure of cases as appropriate.
14. Ensure that all safeguarding measures are delivered in respect of the service-users and their children and that at all times you adhere strictly to policies and procedures in respect of safeguarding vulnerable adults and children.
15. Support colleagues and partner agencies, through awareness raising, providing training and institutional advocacy.
16. Contribute to data and written reports with effective case data input and through the provision of case studies to illustrate the impact of the service for domestic abuse victims.
17. Support the attainment and maintenance of quality standards including Women’s Aid National Quality Standards and SafeLives Leading Lights.
18. Act in a professional manner at all times, communicating effectively, building and sustaining effective and appropriate relationships at all times with survivors, colleagues and partners.
19. Respect and value the diversity of the community in which the service works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
20. Remain up to date and compliant with all organisational procedures, policies, and professional codes of conduct and uphold standards of best practice.
21. Ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
22. Maintain strict organisational confidentiality, professional boundaries and security procedures.
23. Possess an understanding of vicarious trauma and mitigating vicarious trauma.

**GENERAL:**

1. Identify own training and development needs and participate in all training courses relevant to the Changing Pathway’s commitment to providing high quality services.
2. Be responsible for personal learning development and keep up to date on research, relevant legislation, policy and practice, and other literature relevant to the role.
3. Work at all times with due regard to the policies and procedures of Changing Pathways, including financial regulations, participating in their development and amendment where required.
4. Willingness to work outside normal working hours including evenings and weekends and to participate in promotional, fundraising and income generating events, activities and any other duties as may be reasonably required by the organisation.
5. Able to cover duty weekends 9am-12pm (when required)

**OTHER:**

1. The post is subject to an enhanced Disclosure and Barring Service check which will be carried out at appointment of a candidate.
2. This post is subject to completion of a six-month probationary period.
3. Must be mobile to visit sites and work across the whole contract area as required. This may involve occasional evening and weekend working.
4. Business Insurance to be applied to personal insurance.
5. A valid driving licence and own transport is essential for this post.
6. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**About You**

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| **EXPERIENCE** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed?** |
| Experience of identifying safeguarding concerns and reporting concerns in line with procedures | E | Application Form/Interview |
| Significant experience of working with individuals experiencing domestic abuse | E | Application Form/Interview |
| Experience of identifying safeguarding concerns and reporting concerns in line with local policies and procedures | E | Application Form/Interview |
| Experience of working with risk and the ability to provide advice on moving survivors forward | E | Application Form/Interview |
| Experience of multi-agency partnership working and representing organisations at external meetings and conferences | E | Application Form/Interview |
| Experience of case preparation, case presentation and case follow up for the local MARAC arrangements | E | Application Form/Interview |
| Experience of creating and delivering domestic abuse awareness and training packages to professionals and volunteers | D | Application Form/Interview |
| Experience of using quantitative and qualitative data in the compilation of written reports. | D | Application Form/Interview |
| **KNOWLEDGE AND UNDERSTANDING** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed?** |
| Experience working in a domestic abuse service, homelessness support, or substance misuse service. | E | Application Form/Interview |
| Comprehensive knowledge of the principles and wider procedures relating to safeguarding | E | Application Form/Interview |
| Excellent understanding of domestic abuse on survivors and their children | E | Application Form/Interview |
| Good knowledge of trauma informed responses | E | Application Form/Interview |
| Understand principles of risk assessment, safety planning and risk management for survivors of domestic abuse and their children | E | Application Form/Interview |
| Comprehensive knowledge of current welfare rights and legislation and its impact on individuals leaving abusive relationships | E | Application Form/Interview |
| Excellent knowledge of the criminal justice system and civil and legal orders available to survivors of domestic abuse | E | Application Form/Interview |
| Comprehensive knowledge of safeguarding procedures and how to recognise types of abuse including neglect and physical harm | E | Application Form/Interview |
| Excellent understanding of correct and effective information sharing between agencies | E | Application Form/Interview |
| Knowledge of local support services for individuals living in the local areas | E | Application Form/Interview |
| Cultural sensitivity to work within the domestic abuse sector within an organisation with a feminist empowerment approach | E | Application Form/Interview |
| **SKILLS AND ABILITIES** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed?** |
| Ability to work in a manner that empowers survivors to make decisions and choices about their recovery from domestic abuse | E | Application Form/Interview |
| Highly skilled in making sound judgements in crisis and difficult situations | E | Application Form/Interview |
| Ability to work in a flexible and responsive manner whilst prioritising work in a busy environment | E | Application Form/Interview |
| Excellent problem solving skills | E | Application Form/Interview |
| Excellent communication, advocacy and advisory skills (both written and verbal) | E | Application Form/Interview |
| Able to develop, sustain and evaluate joint partnership work between agencies to obtain positive outcomes for service users | E | Application  Form/Interview |
| Excellent IT skills including the ability to use Microsoft Office and organisational case management databases | E | Application Form/Interview |
| Proven ability to maintain personal and professional boundaries | E | Application Form/Interview |
| Ability to work in a confidential manner | E | Application Form/Interview |
| **EDUCATION** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed?** |
| Qualification in social work, psychology, mental health, or a related field. | E | Application Form |
| A good standard of education | E | Application Form |
| **OTHER** | | |
| **Criteria** | **Essential/ Desirable** | **How Assessed?** |
| Be compassionate and empathetic | E | Application Form/Interview |
| Commitment to equal opportunities and anti-discriminatory practice | E | Application Form/Interview |
| Show initiative and be proactive when managing a workload | E | Application Form/Interview |
| Act with integrity and respect when working with all clients, agencies and individuals | E | Application Form/Interview |
| Work flexibly as part of a team | E | Application Form/Interview |
| Motivate individuals and agencies to move through courses of action and decision making processes | E | Application Form/Interview |
| Willingness to undertake training and a commitment to continuous personal development | E | Application Form/Interview |
| Willingness to work flexibly and able to travel to different sites and venues | E | Application Form/Interview |

**We are committed to operating within the legal framework of the Equality Act 2010. As our organisation qualifies for an exemption under Section 9 of the Act, we only recruit female candidates for this role. This exemption is applied lawfully and in accordance with the specific occupational requirements of our organisation.**

**A group of women sitting at a table

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**What you can expect from us**

**Supportive Work Environment**

* A culture of respect, collaboration, and inclusivity.
* Open-door policy for feedback, ideas, and concerns.

**Opportunities for Growth**

* Continuous learning through training programs, workshops, and certifications.
* Clear career progression paths to help you achieve your goals.

**Work-Life Balance**

* Flexible working hours and hybrid/remote work options.
* Paid time off, holidays, and wellness days.

**Competitive Compensation**

* Fair and market-aligned salary packages.

**Recognition and Rewards**

* Regular acknowledgment of individual and team contributions.
* Awards, shout-outs, and celebrations of success.

**Innovation and Creativity**

* Encouragement to bring new ideas to the table.
* Freedom to innovate, experiment, and grow professionally.

**A Focus on Well-Being**

* Mental health resources and employee assistance programs.

**Social Responsibility**

* Commitment to sustainability and ethical practices.

**Empowerment and Autonomy**

* Trust in employees to take ownership of their work.
* Support for independent decision-making and problem-Solving.

**TERMS AND CONDITIONS**

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| --- | --- |
| **Contract** | This is a full time position. On a permanent term contact. |
| **Salary**  **Reports to:** | **£28,7441.64** per annum paid monthly  Senior IDVA and Operations Manager |
| **Benefits Include** | Contributory Pension Scheme. Equipment to undertake your role (hybrid). Training and developed tailored to your level of experience.  Staff Discounts on BrightHR. Pets at Work Policy. |
| **Hours** | **37.5 hours per week (Mon-Fri)** |
| **Leave** | 25 days per year plus bank holidays. |
| **Expenses** | You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties |
| **Location** | Changing Pathways main office is in Felmores End, Basildon.  Your location of work will be at Felmores End, Basildon (Hybrid)  Parking is available. |
| **Occupational Sick Pay** | On successful completion of probation, we offer tiered sickness pay benefits. |
| **Notice Period** | 4 weeks’ notice |

**How to apply**

Please complete our application form and email completed form to [welcome@changingpathways.org](mailto:welcome@changingpathways.org) stating clearly in the subject line the post you are applying for.

Those shortlisted for interviewed will be informed by email no later than two weeks after the closing date. Only those who are successfully shortlisted will be contacted.