



**Changing Pathways**

ENDING ABUSE. EMPOWERING LIVES.

# Application Pack

Jan 2025

## Senior Independent Domestic Violence Advocate



# 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



## 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.

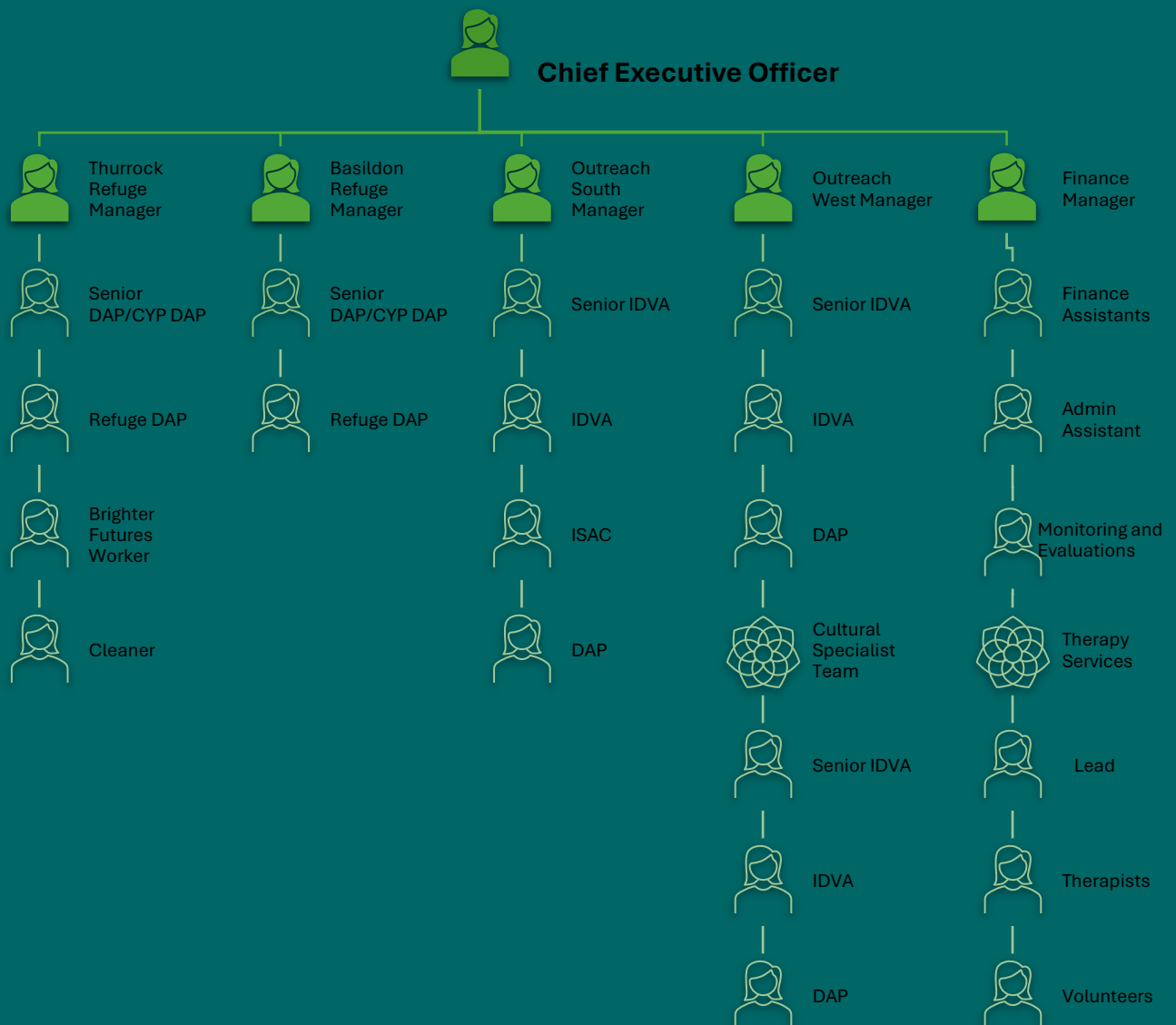
**EDUCATE** for the devastating impact that domestic abuse has on individuals, local community and society.

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



# OUR TEAM

## Board of Trustees



## The Role

The post holder will be responsible for delivering high quality and responsive support to survivors of domestic abuse, delivering a service to those highest at risk by assisting them to access services to support and help keep them safe.

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



## Main Responsibilities

### SENIOR IDVA DUTIES:

1. With the Operations Manager, take a lead in managing the high risk service user workload, ensuring that through effective tasking and



coordination the team is able to manage risk, needs and choices of existing service users and referrals to best effect.

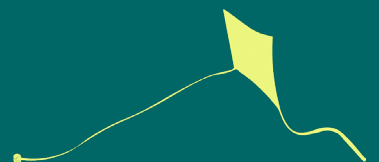
2. With the Operations Manager oversee the weekly IDVA team rota.
3. Support the Operations Manager in leading the IDVA Team to allocate and manage all referrals in both person and via telephone to complete risk and needs assessment and formulate trauma-informed safety and support plans. Ensure the safety and support plans are reviewed regularly to reflect current circumstances and priorities.
4. With the Operations Manager ensure the PEDACC contract SLA's are met.
5. Act as the IDVA teams first point of contact with any questions regarding services users and case issues.
6. Review and Update the duty spreadsheet as required by Monitoring and Evaluations Officer.
7. Supervision of up to 8 practitioners.
8. Hold a small case load of up to 8-10 cases, at any one time.

#### IDVA DUTIES:

1. Identify and assess the risks and needs of domestic abuse survivors using an evidence based risk identification checklist, providing timely assessment within contract timescales.
2. Focus on and prioritise high risk cases and provide a proactive, short to medium term crisis intervention service through individual safety planning and personal support.
3. Provide advocacy to support high risk survivors of domestic abuse to access services with the aim of reducing their risk of harm and increasing their safety.
4. Keep all high risk cases under continuing review until such time as they are no longer at imminent risk and then handover to the appropriate service.
5. Work within a multi-agency setting to address the safety of high risk survivors and ensure that their safety plans are co-ordinated particularly through the Multi-Agency Risk Assessment Conference (MARAC).
6. Advocate for high risk survivors with agencies who can help to address the domestic abuse by:
  - a. Understanding the role of all relevant statutory and non-statutory services available to domestic abuse survivors and how the IDVA role fits alongside them.
  - b. Providing advocacy, emotional and practical support and information to survivors including legal options, housing, health and finance.



7. Understand the multi-agency partnership structures and work within these settings including proactive participation in the MARAC.
8. Manage a case load ensuring each survivors receives a responsive and appropriate service individual to their needs.
9. Co-deliver group work programmes, when required.
10. Co-locate with partners, such as Police and Children's Social Care.
11. 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.
12. Support high risk survivors at court hearings relating to the domestic abuse they have experienced.
13. 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.
14. 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.
15. Use an action planning approach to support a survivor to move forward and ensure the timely closure of cases as appropriate.
16. Ensure that all safeguarding measures are always delivered in respect of the service-users and their children and that you adhere strictly to policies and procedures in respect of safeguarding vulnerable adults and children.
17. Support colleagues and partner agencies, through awareness raising, providing training and institutional advocacy.
18. 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.
19. Support the attainment and maintenance of quality standards including Women's Aid National Quality Standards and SafeLives Leading Lights.
20. Act in a professional manner always, communicating effectively, always building and sustaining effective and appropriate relationships with survivors, colleagues and partners.
21. 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.
22. Support and coach volunteers and students where appropriate.
23. Remain up to date and compliant with all organisational procedures, policies, and professional codes of conduct and uphold standards of best practice.





24. Participate in the out of hours on-call rota to deliver telephone support and call-out support in the case of emergencies.
25. Participate as required in the delivery of contingency plans outside of the normal shift pattern.
26. Ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
27. Maintain strict organisational confidentiality, professional boundaries and security procedures.
28. Possess an understanding of vicarious trauma and mitigating vicarious trauma.
29. Cover the organisations Helpline when required.

#### 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. 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.
3. 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.

#### 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

EXPERIENCE		
Criteria	Essential/ Desirable	Assessed?
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	Assessed?
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
<b>SKILLS AND ABILITIES</b>		
Criteria	Essential/ Desirable	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
	E	Application Form/Interview
<b>EDUCATION</b>		
Criteria	Essential/ Desirable	Assessed?
A good standard of education	E	Application Form
A Safe Lives IDVA or Women's Aid IDVA qualification, or relevant degree, or demonstrable equivalent experience, or a vocational qualification	E	Application Form
Safeguarding Children Level 2 certificate	E	Application Form
Safeguarding Children Level 3 certificate	D	Application Form
Safeguarding Adults Level 2 certificate	E	Application Form
Safeguarding Adults Level 2 certificate	D	Application Form



OTHER		
Criteria	Essential/ Desirable	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

## 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.

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.



# TERMS AND CONDITIONS

Contract	This is a full time position. On a permanent term contact.
Salary	£31,730.75 per annum paid monthly
Reports to	Operations Manager
Supervises	Practitioners and volunteers
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	Monday – Friday 9am-5pm
Leave	25 days per year plus 8 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 Watergardens, Harlow. Parking is not available (fees reimbursed)
Occupational Pay	Sick On successful completion of probation, we offer tiered sickness pay benefits.
Notice Period	6 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.

