



**Changing Pathways**

ENDING ABUSE. EMPOWERING LIVES.

# Application Pack

## Senior Domestic Abuse Practitioner (Safe Accommodation)



# 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.

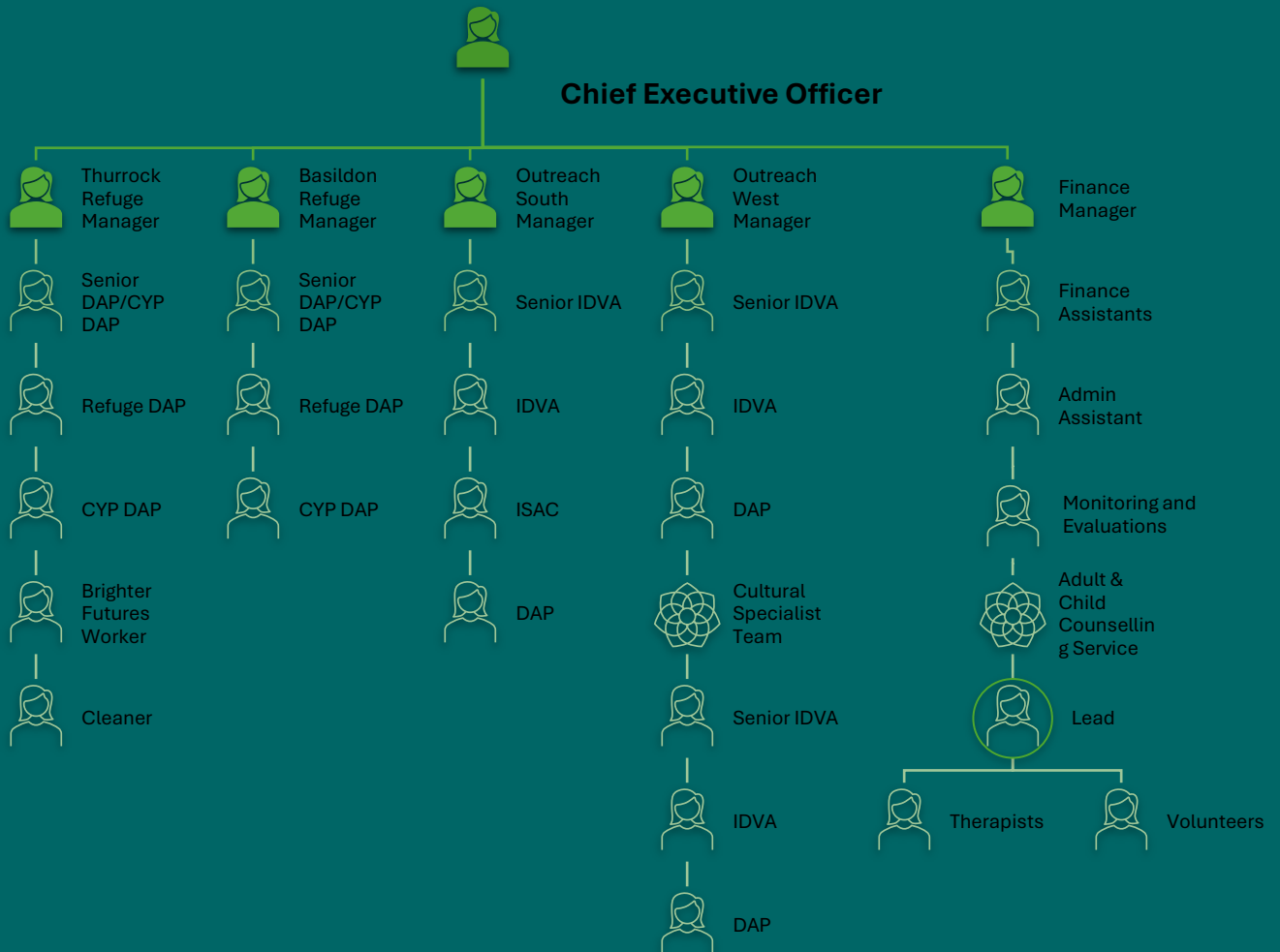
**EDUCATE** for the devastating impact that domestic abuse has on individuals, local community and society.

**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 support the Refuge Services Team Manager to lead the Refuge Team and be responsible for delivering high standards of support and advocacy for women and their children who are residents within Changing Pathways refuge accommodation.

The post holder will ensure that the highest standards of practice are sustained and that all Refuge staff have, on a day to day basis, the guidance and support they require.

The post holder will also manage their own caseload and deputise for the Refuge Services Team Manager as required.

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



### Positivity

We approach change and challenges with a positive mindset and optimism



### Respect

We treat everyone fairly and with respect, value and celebrate differences



### Ownership

Our behaviours are PROUD towards everyone regardless of their role



### Unity

We are one Organisation. Together we are stronger



### Dedication

We uphold a strong commitment to our clients, our work, the organisation and each other



## Main Responsibilities

1. With the Refuge Services Manager, take a lead in managing the high and medium risk Refuge 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. Be proactive and take initiative to enable the best risk, safety and recovery plans to be delivered for service users, advocating effectively with partner agencies and escalating appropriately as necessary.
3. Work with refuge colleagues to manage new referrals for vacant refuge spaces within the site, ensuring the suitability of new residents for refuge space.
4. Ensure that new referrals are allocated within the stated timeframes and that initial needs and risk assessments are undertaken; that plans to manage and address risks and needs are initiated in line with standards.
5. Complete risk assessments with individuals using the Safe Lives DASH and make referrals to the local MARAC as necessary.
6. To ensure service users have in place, and have continuously reviewed with them, robust safety plans to support in the event that a crisis arises and they need to be made safe using additional support.
7. Ensure excellent professional relationships are forged and maintained with both service users and agencies.
8. Actively manage a caseload of individuals based in refuge accommodation who are or have experienced domestic abuse, working with individuals to reduce their risk, increase their safety and improve their well-being.
9. Work with service users to holistically assess their individual needs and formulate and regularly review a support plan to achieve positive outcomes.
10. Support and advocate for individuals in a range of areas including but not limited to: safety; risk; housing; finances and budgeting; legal and civil orders; parenting; children; physical and mental health and/or drug and alcohol issues.
11. Work with service users and advocate on their behalf to secure suitable move on housing solutions.
12. Support refuge residents with applications for housing and other welfare benefit claims and collect amenities and other rent chargers from residents on a weekly basis.



13. Work in a manner which ensures cultural sensitivity, addresses discrimination and other barriers to accessing service.
  - Identify safeguarding concerns and report any concerns immediately to duty manager and follow organisational procedures for reporting to social services as necessary.
14. Support and advocate for service users at meetings including core groups and team around the child.
15. Deliver group work and facilitate service user led activities including consultation as required.
16. Represent the organisation at external partnership meetings including MARAC and other multi-agency meetings.
17. Ensure the timely and accurate input of service user data into the organisation's case management system and all other administrative duties associated with the role.
18. Prepare regular monitoring reports as required by funder and contribute to internal monitoring procedures as required.
19. Ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
20. Ensure VOID bed spaces are cleaned and prepared for advertisement for new referrals within a timely manner, working with Facilities to achieve this.
21. Participate in regular management supervision, case reviews, clinical and group supervision to ensure the highest standards of support and advocacy.
22. Maintain strict organisational confidentiality, professional boundaries and security procedures.
23. Participate in out of hours on call service on a rota basis.

#### **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 a DBS disclosure 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.
4. Must be able to drive the Refuge Pool Vehicle
5. Post is open to women only under the Equality Act 2010, schedule 9, part 1
6. Lead on Health & Safety.
7. Lead on Fire Safety.
8. Lead on daily Welfare checks & Visual observations of refuge and residents.
9. In the absence of OM make final decisions of new referrals for intake to refuge.
10. To provide an individual leadership and strategic vision of Safeguarding.
11. Complete weekly house meetings and record actions and outcomes.
12. Train current staff on H&S as part of their induction.
13. To ensure that all files on H&S and Fire Regulations are kept up to date and in order in line with the audits.
14. Support all other staff in their daily tasks and individual case support when needed to ensure best outcomes.
15. Being responsible to encouraging good practice and championing Changing Pathways policies and procedures.
16. To ensure residents in the refuge become as independent as possible and to grow in confidence, competence and personal effectiveness in the following areas – Social skills / relationships / personal care & hygiene & daily living skills etc.
17. Schedule group sessions effectively for the residents to leave the refuge with greater knowledge.
18. Attend Commissioners meetings on behalf of the OM when on A/L.
19. Act as lead professional with external agencies when appropriate.
20. Liaise with external contractors to maintain a high standard of refuge.
21. Must participate as part of the on call rota.
22. Not to take A/L at the same time as the Operations Manager to ensure resilience at refuge.

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

<b>EXPERIENCE</b>		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Assessed</b>
Experience of working with individuals experiencing domestic violence and abuse	E	Application Form/Interview
Experience of managing a caseload of individuals, assessing their needs and formulating support plans	E	Application Form/Interview
Experience of completing Safe Lives DASH risk assessments, making referrals and attending MARAC	E	Application Form/Interview
Experience of working in a women's refuge or supported housing environment	E	Application Form/Interview
Experience of identifying safeguarding concerns and reporting concerns in line with local procedures	E	Application Form/Interview
Experience of multi-agency partnership working and representing organisations at external meetings and conferences	E	Application Form/Interview
Experience of working with individuals with complex needs such as drug or alcohol issues and/or poor mental health	D	Application Form/Interview
<b>KNOWLEDGE AND UNDERSTANDING</b>		
<b>Criteria</b>	<b>Essential / Desirable</b>	<b>Assessed?</b>
Excellent understanding of all inter personal violence (including the Power and Control Wheel)	E	Application Form/Interview
Good understanding of the impact of domestic abuse on children and young people	E	Application Form/Interview
Excellent understanding of Housing Law and the ability to translate this knowledge to the benefit of service users	E	Application Form/Interview
Comprehensive knowledge of current welfare rights legislation and its impact on individuals leaving abusive relationships	E	Application Form/Interview



Good knowledge of the criminal justice system and civil and legal orders available to victims 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
Good understanding of correct and effective information sharing between agencies	E	Application Form/Interview
Knowledge of local support services for individuals living in the Thurrock and South Essex	D	Application Form/Interview
<b>SKILLS AND ABILITIES</b>		
<b>Criteria</b>	<b>Essential /Desirable</b>	<b>Assessed?</b>
Ability to work in a manner that empowers service users 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 within a busy environment	E	Application Form/Interview
Excellent communication skills and the ability to work in a confidential manner	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
Good IT skills including the ability to use Microsoft Office and organisational case management databases	E	Application Form/Interview
<b>EDUCATION</b>		
<b>Criteria</b>	<b>Essential /Desirable</b>	<b>Assessed?</b>
A good standard of general education	E	Application Form
A Save Lives IDVA or Women's Aid DAPA qualification or other social work/care, housing, counselling qualification	D	Application Form
<b>OTHER</b>		



Criteria	Essential /Desirable	Assessed?
Commitment to equal opportunities and anti-discriminatory practice	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
Must have a valid driving licence with your own vehicle to participate on the on call rota	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.**





## 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

<b>Contract</b>	This is a full time position. On a permanent term contact.
<b>Salary</b>	<b>31,730.75</b> per annum paid monthly
<b>Reports to:</b>	Operations Manager
<b>Direct Reports:</b>	Domestic Abuse Practitioners
<b>Benefits Include</b>	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.
<b>Hours</b>	<b>37.5 hours per week (Mon-Fri)</b>
<b>Leave</b>	25 days per year plus bank holidays.
<b>Expenses</b>	You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties
<b>Location</b>	Changing Pathways main office is in Felmores End, Basildon. You will work across at our Chadwell St Mary and Grays sites. Parking is available (Chadwell) and payable but reimbursed (Grays).
<b>Occupational Sick Pay</b>	On successful completion of probation, we offer tiered sickness pay benefits.
<b>Notice Period</b>	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.

