



Changing Pathways

ENDING ABUSE. EMPOWERING LIVES.

Application Pack

Wellbeing/Group work
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 & Wellbeing services**
- **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.

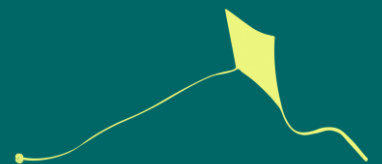
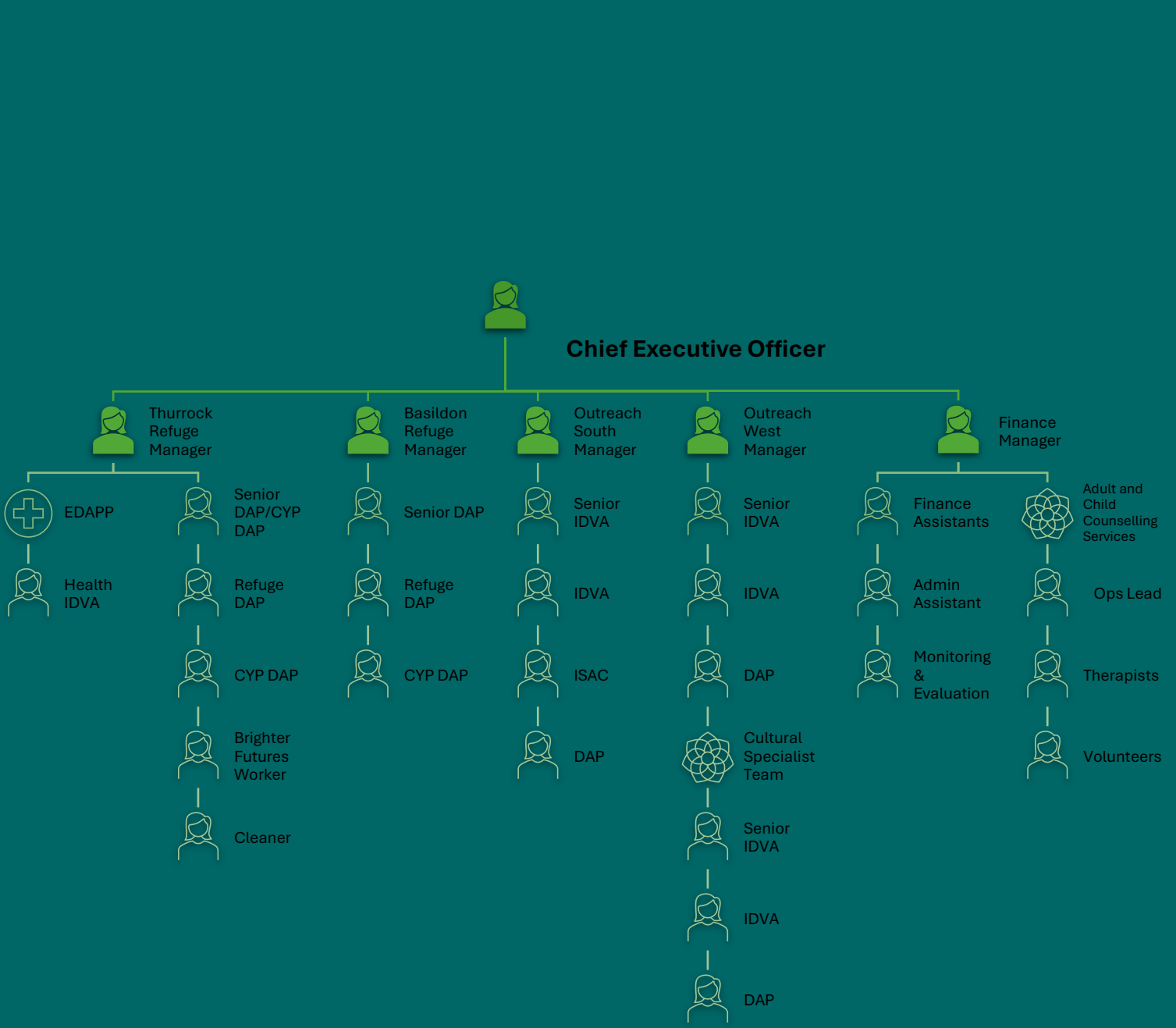
EDUCATE for the devastating impact that domestic abuse has on individuals, local community and society.

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



OUR TEAM

Board of Trustees



The Role

The Wellbeing/Group work Practitioner provides holistic wellbeing and clinical counselling support to individuals experiencing domestic abuse, focusing on emotional, physical, and mental wellbeing. This role combines wellbeing-focused support & Group work delivery with a small caseload of clinical counselling clients, ensuring survivors' needs are met with trauma-informed, person-centred interventions that promote safety, resilience, and independence.

The Wellbeing Practitioner must adhere to the British Association for Counselling and Psychotherapy (BACP) Ethical Framework and maintain professional membership with BACP or an equivalent recognised body.

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. Clinical and Wellbeing Focused support.
 - Provide tailored holistic wellbeing support to survivors, addressing emotional wellbeing, mental health, physical health, and personal development.
 - Hold and manage a small caseload of clinical counselling clients, delivering structured, trauma-informed counselling sessions in line with BACP Ethical Framework and professional boundaries.
 - Conduct comprehensive wellbeing and clinical assessments and develop personalised wellbeing and counselling plans.
 - Offer emotional, practical, and therapeutic support through one-to-one sessions, ensuring survivors feel heard, supported, and empowered.
 - Maintain up-to-date, confidential case notes in accordance with the BACP Ethical Framework, safeguarding protocols, and GDPR requirements.
 - Support delivery of various group work and group programmes.
2. Supporting Refuge & Community-Based Clients
 - Provide wellbeing and clinical counselling support within refuges, helping residents manage stress, anxiety, and other emotional challenges.
 - Offer outreach wellbeing and counselling support for community-based clients, encouraging engagement in positive wellbeing activities and therapeutic interventions.
3. Multi-Agency Working & Advocacy
 - Work alongside health services, mental health support, counselling networks, housing providers, social care, and voluntary services.
 - Advocate for survivors to access relevant clinical and wellbeing services, ensuring their overall mental health and wellbeing is prioritised.
 - Represent the service at multi-agency meetings while maintaining client confidentiality and professional ethical standards.



4. Safeguarding & Risk Management

- Conduct ongoing risk and wellbeing assessments, including clinical risk where applicable.
- Report safeguarding concerns in line with organisational policies and professional ethical guidelines.
- Ensure counselling practice is compliant with the BACP Ethical Framework, including working within the scope of competence and supervision requirements.
- Participate in regular clinical supervision and case management reviews.

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 wellbeing-focused awareness sessions and training to colleagues and partners.
- Contribute to developing policies and procedures that integrate wellbeing and counselling best practices.
- Stay updated on best practice, emerging research, and relevant legislation within counselling, wellbeing, domestic abuse, and mental health sectors.

Wellbeing Practitioner

1. Deliver one-to-one clinical counselling sessions to a defined caseload of clients in line with BACP Ethical Framework.
2. Conduct initial clinical assessments, identifying presenting issues, risks, and appropriate therapeutic approaches.
3. Develop, implement, and review individual counselling plans in collaboration with clients.
4. Maintain accurate, confidential client records, session notes, and outcome monitoring using the organisation's case management system.
5. Attend and engage in regular clinical supervision, maintaining compliance with BACP supervision requirements.

2. Wellbeing Support and Case Management

1. Provide holistic wellbeing support to clients alongside counselling, focusing on emotional, mental, and physical health.



2. Conduct wellbeing and risk assessments and develop corresponding support plans.
3. Support clients in accessing wider health, housing, and community-based services as appropriate to their needs.
4. Monitor progress against wellbeing plans and counselling goals, adapting support as required.
Conduct initial clinical assessments, identifying presenting issues, risks, and appropriate therapeutic approaches.
5. Develop, implement, and review individual counselling plans in collaboration with clients.
6. Maintain accurate, confidential client records, session notes, and outcome monitoring using the organisation's case management system.
7. Attend and engage in regular clinical supervision, maintaining compliance with GDPR practises.
8. 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
9. 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.
10. Manage a case load ensuring each client receives a client focused approach to their support needs.
11. To represent individuals views where appropriate, and put forward professional views.
12. 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.
13. 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.
14. Identify and assess the risks and needs of domestic abuse survivors using an evidence- based risk identification checklist, providing timely assessment within contract timescales.
15. 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.
16. 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.

17. 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.
18. Use an action planning approach to support a survivor to move forward and ensure the timely closure of cases as appropriate.
19. 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.
20. Support colleagues and partner agencies, through awareness raising, providing training and institutional advocacy.
21. 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.
22. Support the attainment and maintenance of quality standards including Women's Aid National Quality Standards and SafeLives Leading Lights.
23. 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.
24. 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.
25. Remain up to date and compliant with all organisational procedures, policies, and professional codes of conduct and uphold standards of best practice.
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.

GENERAL:

Professional Development and Organisational Responsibilities



- Take responsibility for identifying personal training and development needs, ensuring participation in training, supervision, and continuous professional development (CPD) activities as required under BACP Ethical Framework and in line with Changing Pathways' commitment to high-quality service delivery.
- Maintain responsibility for personal learning and professional development by keeping up to date with research, legislation, policies, and best practices relevant to counselling, wellbeing, domestic abuse, and safeguarding.
- Comply with all Changing Pathways' policies and procedures at all times, including financial regulations, health and safety, safeguarding, equality and diversity, and confidentiality, contributing to their development and review as required.
- Demonstrate flexibility by working outside normal hours, including evenings and weekends when necessary, and participate in promotional, fundraising, and income-generating events and activities as reasonably required by the organisation.

Other Role Requirements

This post is subject to an enhanced Disclosure and Barring Service (DBS) check prior to appointment.

The role is subject to the successful completion of a six-month probationary period.

The post holder must be mobile and able to work across the contract area as required, including occasional evening and weekend work.

Business insurance must be applied to the post holder's personal vehicle insurance.

A valid driving licence and access to own transport is essential for this role.

This post is open to women only under the Equality Act 2010, Schedule 9, Part 1, due to the nature of the work.

The post holder must hold and maintain BACP (or equivalent) registration and adhere to its Ethical Framework as a condition of employment.

Professional Registration: BACP or equivalent registration must be maintained.

Supervision: Access to clinical supervision provided in line with BACP requirements.

This job description is not exhaustive; 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	How Assessed?
Experience of identifying safeguarding concerns and reporting concerns in line with procedures	E	Application Form/Interview
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
Proven experience delivering clinical counselling to clients impacted by trauma, domestic abuse, or related complex needs.	E	Application Form/Interview
Experience supporting individuals with emotional wellbeing and mental health challenges.	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
Strong understanding and application of BACP Ethical Framework.	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
Excellent counselling, communication, advocacy, and record-keeping skills.	E	Application Form/Interview
Ability to develop and implement wellbeing and counselling plans that respect professional boundaries and ethical responsibilities.	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
Ability to deliver clinical counselling using a trauma-informed, person-centred approach in line with the BACP Ethical Framework.	E	Application Form/Interview



Skilled in conducting comprehensive clinical assessments, identifying client needs, risks, and appropriate therapeutic interventions.	E	Application Form/Interview
Ability to develop and implement holistic wellbeing plans alongside counselling plans, supporting clients in achieving both emotional and practical outcomes.	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
Skilled in balancing counselling boundaries with multi-agency working, confidently liaising with external agencies while upholding professional confidentiality standards.	E	Application Form/Interview
EDUCATION		
Criteria	Essential/Desirable	How Assessed?
Minimum Level 4 Diploma in Counselling (BACP-accredited or equivalent). Registered membership with BACP or equivalent professional body (e.g., UKCP, NCPS).	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.



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

Contract	This is a full time position. On a permanent term contact.
Salary	£28,744.64 per annum paid monthly
Reports to:	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 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.

