



Changing Pathways

ENDING ABUSE. EMPOWERING LIVES.

Application Pack

Duty Domestic Abuse
Practitioner – Part Time



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.



The Role

The Duty Domestic Abuse Practitioner is often the first point of contact for adults experiencing domestic abuse. The role is responsible for responding to new referrals and enquiries, undertaking initial risk and needs assessments, providing immediate emotional and practical support, and ensuring individuals are connected to the most appropriate services without delay.

Working within a trauma-informed framework, the postholder will manage the duty function by responding to telephone calls, emails and referrals, assessing risk, completing triage assessments, and allocating cases appropriately. They will work closely with colleagues, partner agencies and safeguarding services to ensure victims receive timely, safe and effective support.

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

Key Responsibilities

Duty Service

- Manage the daily duty function for adult domestic abuse referrals.
- Respond promptly to telephone, email and online referrals.
- Undertake initial contact with victims in a safe and sensitive manner.
- Complete triage assessments and identify immediate risks.
- Carry out DASH Risk Assessments where appropriate.
- Develop immediate safety plans with victims.
- Prioritise referrals according to risk and need.
- Allocate referrals in accordance with organisational procedures.
- Maintain accurate waiting lists where required.
- Ensure urgent cases are escalated immediately.

Support and Advocacy

- Provide crisis intervention and emotional support.
- Offer information about domestic abuse and available options.
- Support victims to access emergency accommodation where appropriate.
- Signpost or refer to specialist services including:
 - Housing
 - Children's services
 - Health services
 - Mental health support
 - Substance misuse services
 - Police



- Legal services
- Financial support
- Promote victim choice and empowerment throughout all interactions.

Risk Management

- Assess, monitor and manage risk effectively.
- Recognise indicators of escalating abuse.
- Escalate safeguarding concerns immediately.
- Work within organisational safeguarding procedures.
- Participate in MARAC referrals where appropriate.
- Maintain professional curiosity when assessing risk.

Partnership Working

- Liaise with statutory and voluntary agencies.
- Develop positive working relationships with partner organisations.
- Represent Changing Pathways professionally.
- Work collaboratively with internal teams including Community, Refuge and CYP services.

Administration

- Maintain accurate and contemporaneous case records.
- Update electronic case management systems.
- Complete all required monitoring information.
- Ensure GDPR and confidentiality requirements are maintained.
- Contribute to service performance reporting.

General Responsibilities

- Work in accordance with Changing Pathways' values.
- Deliver trauma-informed, person-centred support.
- Promote equality, diversity and inclusion.



- Maintain professional boundaries.
- Participate in supervision and training.
- Attend team meetings.
- Work flexibly to meet service needs.
- Undertake any other duties appropriate to the role.

Person Specification

Essential

Experience

- Experience supporting vulnerable adults, children or families.
- Experience managing difficult or sensitive conversations.
- Experience assessing needs and identifying risk.
- Experience maintaining accurate records.
- Experience working within safeguarding procedures.

Knowledge

- Understanding of domestic abuse and its impact.
- Knowledge of safeguarding adults and children.
- Understanding of confidentiality and GDPR.
- Understanding of professional boundaries.
- Awareness of trauma-informed practice.

Skills

- Excellent communication skills.
- Ability to build rapport quickly.
- Strong organisational skills.
- Ability to prioritise competing demands.
- Good IT skills.



- Excellent written record keeping.
- Ability to remain calm under pressure.
- Effective problem-solving skills.
- Ability to work independently and within a team.

Personal Qualities

- Compassionate and non-judgemental.
- Resilient and emotionally intelligent.
- Professional and reliable.
- Flexible and adaptable.
- Committed to continuous learning.
- Passionate about supporting survivors.

Desirable

- Experience within domestic abuse services.
- Experience completing DASH Risk Assessments.
- Knowledge of MARAC processes.
- Experience using case management systems.
- IDVA or domestic abuse training.
- Understanding of housing legislation and homelessness pathways.
- Experience working within multi-agency environment

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. Business Insurance to be applied to personal insurance.
4. 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.

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 part time position. On a permanent term contact. Three posts are available.
Salary	£26,222.00 per annum(FTE) PRO RATA
Reports to:	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. Blue Light Card. Sick Pay.
Hours	Post 1 Monday and Tuesday 9am-5pm (2 days) Post 2 Wednesday and Thursday 9am-5pm (2 days) Post 3 Friday 9am-5pm (1 day)
Leave	25 days per year plus bank holidays PRO RATA.
Expenses	You will be reimbursed for all reasonable expenses which are incurred by you in the proper performance of your duties
Location	This is a remote post – however training and inductions will be carried out at our main offices in Harlow or Basildon.

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.

