ENDING ABUSE, EMPOWERING LIVES



Changing Pathways

Application Pack

Adult Community Domestic Abuse Practitioner

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

Equality, safety and hope for everyone affected by abuse

Our Mission

To support safer communities by placing survivors at the centre of our work, providing support, advocacy and partnership on their pathway to recovery.



Our Values

Integrity & Trust

We act ethically, are transparent, and keep our promises, so people can rely on us.

Inclusive Respect

We value every person, embrace diversity, and ensure everyone feels seen and heard.

Compassion

We respond with empathy and care, taking a trauma informed, person-centred approach.

Empowerment & Advocacy

We amplify voices, defend rights, and build people's confidence to make informed choices.

Collaboration & Learning

We work in partnership and share knowledge, continually educating ourselves and others to improve outcomes.

Our values guide how we design and deliver services, how we treat those we support, and how we work with partners. They anchor decision-making, ensuring we prioritise safety, equity and impact, while strengthening governance, accountability and trust.

Our staff adhere to our values, and that's what makes us a PROUD organisation.

POSITIVITY: We approach change and challenges with a positive mindset and optimism.

RESILIENCE: 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

The Role

The post holder will be responsible for providing high quality, specialist support to victims of domestic abuse, delivering a service to those deemed to be medium and standard risk by assisting them to access services to support and help keep them safe.



MAIN RESPONSIBILITIES/DUTIES:

1.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.
2.In line with the new Domestic Abuse Act, assess children's needs as victims, making referrals to Changing Pathways' Children's Services for specialist interventions where necessary.
3.Hold a case load of varying numbers.
4.Identify and assess the risks and needs of domestic abuse victims using an evidence-based risk identification checklist, providing a timely response within the contract timescales.
5.Provide advocacy and appropriate interventions to support medium and standard risk victims of domestic abuse to access services with the aim of reducing their risk of harm, increasing their safety and aiding their long-term recovery from domestic abuse.
6.To contact new referrals within 24 hours. In line with PEDACC our contractual Service Level Agreement.
7.Each client must have a completed safety plan, this must be tailored to the needs of the individual client.
8.All external referrals such as MARAC and Child and Adult social care must be completed within 24 hours
9.Duty spreadsheet- this is to be maintained and updated and emails sent to appropriate service.
10. All client details should be completed at the time the client is added to Oasis, any changes in client contact details should be completed at the time the client provides them.
11.Ensuring the CJSM inbox is checked at regular intervals and enquires emails dealt with efficiently.
12.Ensuring that clients understand Changing Pathways confidentiality agreement
13.Referrals are recorded accurately on the Database and Spreadsheet
14. Maintain GDPR process
15.Work as part of the Community Outreach Team to allocate and manage all referrals in both person and via telephone.
16. To complete risk and needs assessments and formulate trauma-informed safety and support plans.
17.Ensure the safety and support plans reflect current circumstances and priorities.
18. Make immediate referrals for IDVA support in cases where there is a risk escalation which moves the service user from medium/standard risk to high risk.

19. To be responsible for allocating new referrals and ensuring a balance across practitioners.
20. Develop and maintain effective relationships with external partner agencies advocating on behalf of the service user to meet their individual support needs where those needs are specialist e.g. Mental health, Substance Misuse, legal, referral to MARAC and Social Care and signposting and supporting clients to access to community-based services.
21.Maintain timely, accurate, confidential records, ensuring all referral and support information is recorded using the case management system.
22. Ensure that all safeguarding measures are delivered in respect of the service users and their children, and that policies and procedures are strictly always adhered to in respect of safeguarding adults and children at risk.
23. Cover helpline duties throughout the working week.
24. Co-deliver group work programmes, when required.
25. Co-locate with partners, such as Police and Children's Social Care.
26. Work closely with external partner agencies and voluntary organisations to promote the service, increase awareness and to increase confidence, skills and knowledge in relation to domestic abuse referrals and where possible integrate with their services to enable better access to service users experiencing domestic abuse.
27. Support the attainment and maintenance of quality standards including Women's Aid National Quality Standards and SafeLives Leading Lights.
28. Act in a professional manner always, communicating effectively, always building and sustaining effective and appropriate relationships with service users, colleagues and partners.
29. Support and coach volunteers and students where appropriate.
30. Respect and value the diversity of the community in which the service works in and recognize the needs and concerns of a diverse range of service users ensuring the service is accessible to all.
31.Maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
32. Participate in the out of hours on-call rota to deliver telephone support and call-out support in the case of emergencies, if required.
33. Participate as required in the delivery of contingency plans outside of the normal shift pattern.
34. Ensure the highest standards of health and safety are maintained across all sites and report any issues as a matter of urgency.
35. Maintain strict organisational confidentiality, professional boundaries and security procedures.
36. 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.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 able to drive (the Pool Vehicle to visit sites) and work across the whole contract area as required.
4.Must hold business cover insurance on their own vehicle.
5. 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.

Criteria	Essential/ Desirable	How it's Assessed
Experience		
Experience of working with individuals experiencing domestic abuse and other vulnerabilities	E	Application Form/Interview
Experience of identifying safeguarding concerns and reporting in line with local policies and procedures	E	Application Form/Interview
Experience of multi-agency legislative framework	D	Application Form/Interview
Experience of working in a community or voluntary organisation	D	Application Form/Interview
Experience of using spreadsheets	E	Application Form/Interview
Knowledge and Understanding		
Comprehensive knowledge of the principles and wider procedures relating to safeguarding	E	Application Form/Interview
Knowledge of requirements relating to storage and retention of case notes such as Child Protection and Child In Need documentation	D	Application Form/Interview
Good knowledge of trauma informed responses	D	Application Form/Interview
Understanding principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children	E	Application Form/Interview
Good 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
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

Criteria	Essential/ Desirable	How it's Assessed
Skills and Abilities		
Engaging communicator and the ability to adapt messages to suit the audience	E	Application Form/Interview
Proven ability to build strong and lasting relationships	E	Application Form/Interview
Excellent organisational skills with good attention to detail	E	Application Form/Interview
Excellent IT skills including the ability to use Microsoft Office and organisational case management databases	E	Application Form/Interview
Ability to bring honesty and integrity to practice and relationships across all areas of work	E	Application Form/Interview
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
Ability to make 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
Good 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
Good 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
Accurate recording of information on database	E	Application Form/Interview
Able to carry out risk assessments	E	Application Form/Interview

Criteria	Essential/ Desirable	How it's Assessed
Education		
A Safe Lives IDVA or Women's Aid DAPA qualification or equivalent qualification, such as VQAS or relevant degree, or demonstratable equivalent experience, or a vocational qualification related to domestic abuse	D	Application Form/Interview
Safeguarding Level 1	E	Application Form/Interview
Safeguarding Level 2	D	Application Form/Interview
Other		
Show initiative and be proactive when managing a workload	E	Application Form/Interview
Be able to demonstrate excellent listening skills	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
Willingness to undertake training and a commitment to continuous personal development	E	Application Form/Interview
Motivate individuals and agencies to move through courses of action and decision-making processes	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 can you 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 contract.
Salary: £26,222.22 per annum, paid monthly
Reports to: Adult Community Team Leader/Operations Manager
Hours: 37.5hrs per week

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.

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
Changing Pathways main office is in Felmores End, Basildon.
Your location of work will be at Main Office and/or Epping Office.
Free parking is available. Parking is available and is charged. Costs are reimbursed.

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.