



PENNINE DOMESTIC ABUSE PARTNERSHIP

Role Profile

Role:	Accommodation Domestic Abuse Practitioner
Term:	Permanent
Salary:	£28,000 – £30,000 per annum
Responsible to:	Accommodation Manager / Team Leader
Pension:	6% employer contribution
Health:	Cash Plan Health Scheme and Health & Wellbeing Assistance Programme
Hours:	37.5 hours per week
Annual Leave:	30 days (inclusive of birthday) & 8 bank holidays

Pennine Domestic Abuse Partnership (PDAP) believes that everyone has a right to a life free from fear and abuse. Do you want to take on a role in an organisation that places the victim's voice at the centre of their work and offers safe, effective and high-quality support to all those experiencing domestic abuse. This charity is inclusive and responsive and is looking for a domestic abuse practitioner to join the team to contribute to supporting clients to rebuild their lives.

Key aspects of the role

- To work as part of a skilled team providing high-quality, specialist frontline support services to victims of domestic abuse. Pennine Domestic Abuse Partnership (PDAP) Accommodation Services supports female victims of domestic abuse aged 16 and over who are living in PDAP's safe, emergency and temporary accommodation.
- To provide person-centred, trauma-informed and strengths-based support to women and families who have experienced domestic abuse and are living in refuge accommodation.

- To support the referral and admissions processes, including liaising with referrers and partner agencies, gathering relevant information, identifying risks and support needs, and ensuring women and families are appropriately and safely accommodated.
- To establish and maintain positive, proactive and effective working relationships, pathways and referral routes with relevant agencies and professionals to reduce barriers and improve outcomes for women and families with complex and multiple support needs.
- To work collaboratively with colleagues across PDAP to provide a coordinated, responsive and high-quality service to women and families.
- Complete the admission process using the relevant case management system on client admission.
- Update the relevant case management system when the client moves on from the accommodation site.

Advocacy, Support and Empowerment

- To advocate on behalf of victims of domestic abuse with relevant statutory and non-statutory agencies, ensuring their views, wishes, rights and support needs are appropriately represented.
- To develop and maintain a sound knowledge of relevant statutory and voluntary services available to victims of domestic abuse and work effectively in partnership with these services.
- To provide emotional, practical and advocacy support and information across a range of areas, including mental wellbeing, substance misuse, housing, health, finances and access to other appropriate services.
- To work directly with PDAP services and key agency partners to identify and address risks to victims and ensure that safety plans are effectively coordinated through appropriate multi-agency processes.
- To empower women and families to recognise the features and dynamics of domestic abuse and support them to regain control of their lives, build confidence and develop independence.
- To work creatively, flexibly and proactively with women and families to achieve positive outcomes relating to safety, wellbeing, health, independence and confidence.

Case Management and Support Planning

- To manage an allocated caseload, ensuring each woman and family receives an appropriate and individualised service based on their circumstances, risks, strengths and support needs.
- To undertake regular key-working sessions in accordance with individual support plans and agreed service standards.
- To work collaboratively with women to identify their goals, strengths and support needs and develop, review and monitor appropriate support plans.
- To regularly review risk and support needs and respond appropriately to changes in circumstances, escalating concerns in line with safeguarding, risk management and organisational procedures.
- To maintain accurate, timely and confidential records of all work undertaken, including referrals, assessments, admissions, support planning, risk management and outcomes.

Partnership and Multi-Agency Working

- To develop and maintain positive and effective working relationships with relevant agencies, professionals and community services.
- To liaise with other agencies on behalf of PDAP, volunteers and clients, advocating for the needs of those experiencing domestic abuse and promoting effective multi-agency responses.
- To support colleagues and partner agencies through awareness raising, information sharing and institutional advocacy to improve understanding of domestic abuse and strengthen responses to victims.

- To represent PDAP operationally where required, including attending advisory groups, local forums and partnership meetings, with the aim of influencing and improving stakeholder responses to domestic abuse.
- To contribute positively to relevant meetings and multi-agency discussions, ensuring information is shared appropriately and in accordance with confidentiality and information-sharing requirements.

Equality, Diversity and Inclusion

- To ensure that the views and experiences of PDAP clients, people with lived experience of domestic abuse and relevant stakeholders are considered at the core of service delivery and development.
- To promote equality, diversity, inclusion and human rights in all aspects of work with clients, ensuring fair and equitable access to services.
- To respect and value the diversity of the communities in which PDAP operates and recognise the different needs, experiences and barriers faced by victims of domestic abuse.
- To actively and appropriately challenge discrimination, inequality and practices that create barriers to accessing support.
- To champion equality and diversity principles in day-to-day practice and contribute to the development and review of equality and diversity action plans.
- To ensure effective implementation of PDAP's Equality and Diversity policies and the integration of equality and human rights principles across all areas of work.

Professional Practice and Development

- To adhere to defined service standards, accreditation frameworks, organisational policies and procedures, professional codes of conduct and relevant legislation.
- To maintain up-to-date knowledge of domestic abuse, safeguarding, risk management, trauma-informed practice and relevant support services.
- To uphold standards of professional practice and contribute to the continuous improvement and development of PDAP services.
- To promote PDAP's ethos, values and commitment to providing safe, effective and inclusive services to victims of domestic abuse.
- To attend and participate positively in relevant team meetings, training, supervision, reflective practice and annual appraisal processes.
- To contribute to the development of effective services by identifying emerging needs, good practice and opportunities for improvement.

Flexibility and Working Arrangements

It is essential to the continued development of PDAP service delivery that the post holder is able to respond flexibly to changes in the requirements of the service. This job description provides a guide to the principal responsibilities of the post and is not intended to be an exhaustive list. The post holder may be required to undertake other duties and responsibilities appropriate to the level and nature of the role.

The role requires flexibility in working hours according to the needs of the service, including evening and weekend work where required. The post holder will be required to participate in the PDAP **24-hour out-of-hours on-call rota**. Annual leave and time off in lieu should be taken at times that meet the operational requirements of the organisation and with the prior agreement of the relevant manager.

The post is based within Pennine Domestic Abuse Partnership (PDAP) and may require the post holder to work across PDAP services and accommodation locations as required.

The post holder will also be expected to undertake other related duties as reasonably required by their manager, the CEO, Board of Trustees or Senior Leadership Team, appropriate to the level and nature of the role.

A full UK driving licence and access to a car are essential for this role, as the position involves travel between locations.

Person Specification

Knowledge and Understanding	Essential	Desirable
Knowledge and understanding of domestic abuse and VAWG, including its impact on victims and families.	x	
Understanding of the dynamics, patterns and complexities of domestic abuse, including coercive and controlling behaviour	x	
Knowledge and understanding of risk assessment, risk management and safety planning.	x	
Understanding of safeguarding and the importance of maintaining the safety and wellbeing of victims and their children.	x	
Understanding of trauma-informed, person-centred and strengths-based approaches.	x	
Understanding of referral assessment, triage and safe admissions to refuge accommodation.	x	
Understanding of confidentiality, information sharing and Data Protection requirements.	x	
Knowledge and understanding of equality, diversity and inclusion	x	
Awareness of relevant statutory and voluntary sector services and the importance of effective multi-agency working	x	
Experience		
Experience of working directly with victims of domestic abuse or people experiencing complex and/or multiple support needs.	x	
Experience of undertaking assessments and identifying individual needs, risks and appropriate support.	x	
Experience of carrying out risk assessments and developing safety plans.	x	
Experience of referral assessment, triage and/or admissions.	x	

Experience of managing a caseload and prioritising competing demands.	x	
Experience of maintaining accurate, timely and confidential case records.	x	
Experience of working within organisational policies, procedures and professional boundaries.	x	
Experience of working with statutory and/or voluntary agencies as part of a multi-agency approach.	x	
Experience of working in refuge, emergency accommodation, housing or another accommodation-based support setting.		x
Skills and Abilities		
Excellent verbal and written communication skills.	x	
Ability to assess referrals, identify risk and make sound professional judgements regarding suitability for support and accommodation.	x	
Ability to respond appropriately to urgent referrals, high-risk situations and changing circumstances.	x	
Ability to build positive, professional and trusting relationships with victims of domestic abuse.	x	
Ability to provide effective advocacy and work collaboratively with partner agencies.	x	
Ability to work effectively in a fast-paced environment and manage competing priorities.	x	
Ability to work independently, use initiative and contribute effectively as part of a team.	x	
Good literacy and IT skills, including databases, Word, Outlook and Excel.	x	
Personal Qualities		
Compassionate, empathetic and non-judgemental approach.	x	
Acts with integrity, respect and professionalism.	x	
Commitment to placing the voice, wishes and experiences of victims at the centre of practice.	x	
Resilient and able to work effectively in a challenging and emotionally demanding environment.	x	
Flexible and able to respond positively to changing service needs.	x	
Commitment to equality, diversity and anti-discriminatory practice.	x	
Commitment to safeguarding and promoting the welfare of victims and their children.	x	

Commitment to PDAP's values, aims and objectives.	x	
Other Requirements		
Satisfactory enhanced DBS check	x	
Ability to work outside normal office hours when required, including occasional evening and weekend work.	x	
Ability to work across PDAP services and accommodation locations as required.	x	
Ability to speak one or more community languages used in Kirklees, particularly Urdu and/or Punjabi.		x
Full UK driving licence and access to a car.	x	

