



**Domestic Abuse Specialist  
Refuge Accommodation  
24 hours per week**

**Job Description**

*Women's Aid ABCLN is a professional, dynamic and energetic organisation providing gold standard support to women and children experiencing domestic abuse.*

- Job Title:** Domestic Abuse Specialist – Refuge Accommodation
- Responsible to:** Accommodation Services Manager
- Location:** To be based in Ballymena Accommodation
- Aim of Post:** Domestic Abuse Specialists provide trauma-informed, high-quality, pro-active, front-line support and services to women and children impacted by domestic abuse across the region. The role will deliver needs and risk-led responses and interventions, always ensuring women and children are central to the process.

**Key Responsibilities of Refuge Accommodation role:**

- Support each resident living in Women's Aid ABCLN refuge accommodation as an individual; recognise and respond to women and children's specific needs; and ensure their experience is safe, supported and nurturing.
- Organise and deliver weekly house meetings, recording actions and decisions.
- Organise and deliver a residents' programme of activities to encourage and support women and children living in refuge accommodation.
- Responsible for practical day-to-day housing management issues including health & safety checks and fire drills as determined under agreed procedures.
- Ensure prompt service of maintenance and repairs in refuge accommodation, and maintain accurate records
- Participate in management briefings, supervision and team meetings.
- To participate in the on-call rota, to ensure out of hours emergency/ crisis are responded to appropriately.

### **Key Responsibilities of Domestic Abuse Specialist:**

- Identify and assess the needs and risks of each client referred to the service using an evidence-based risk identification checklist.
- Carry a caseload, working with women and children to reduce risk, increase safety and create safer relationships.
- Support the empowerment of women (within the self-help ethos of Women's Aid ABCLN), enabling them to recognise the domestic abuse within their situation and regain control of their lives.
- To deliver trauma informed and therapeutic interventions with women and children/young people experiencing domestic abuse.
- Establish and maintain links with key agency partners and participate in multi-agency forums/partnership meetings.
- Advocate on behalf of women with statutory and voluntary agencies including housing, job & benefits, social services, healthcare, education, police and legal support.
- Consult with service users and incorporate their views and experiences within service development.
- Ensure all work is carried out to Women's Aid ABCLN standards and delivered to maximise agreed outcomes.
- Undertake any other duties as required.

### **Performance**

- Promote a positive image of Women's Aid ABCLN, representing the organisation to increase professional and public awareness of the organisation's work and of the needs and views of service users.
- Work as part of a professional team offering peer support, sharing specialist knowledge and skills, and developing good practice.
- Be proactive in carrying out case reviews/case management based on a review of risk and action plans to further progress and close cases.
- Utilise excellent IT skills to maintain accurate and confidential case management records and contribute to the monitoring for the service.
- Produce monthly reports including statistics to enable effective monitoring of the service in line with funding requirements.

### **Identify and promote knowledge and learning**

- Undertake on-going training to maintain up to date knowledge of current practice and developments in domestic abuse and enable continuing professional development.

- Maintain personal professional development to renew and enhance skills.
- Maintain an understanding of issues in relation to domestic abuse regionally, nationally and internationally.

### **Safeguarding Children and Adults**

- Adhere to Adult Safeguarding and Children's Safeguarding policies and procedures, assess risk and manage appropriate responses to concerns.

### **Equality, Diversity and Inclusion**

- Ensure all duties are carried out in a manner which adheres to Women's Aid ABCLN Equality & Diversity policies and procedures.
- Respect and value diversity within the local community, recognising the needs and concerns of a diverse range of clients and ensuring services are accessible and equitable to all.

### **Health and Safety**

- Promote a culture of health and safety, observe all Health & Safety policies and procedures, and complete Health & Safety training as required.

### **Data Protection**

- Adhere to confidentiality and ensure all client information is maintained in accordance with the Data Protection Act and Women's Aid ABCLN's Data Protection policy.

### **Other Duties**

- To undertake any additional duties relevant to the post, as may be specified by your line manager and/or Women's Aid ABCLN Senior Management Team

### **Flexible Working**

- Flexibility to meet the requirements of the service delivery may be required from time to time. This may include a requirement to work outside normal working hours.

### **Travel**

- Local travel will be required (with payment for mileage expenses).

**Hours of Work:** 24 hours per week (this will include evening and weekend cover – 9 am -5 pm and 2-10 pm, on a rota)

Time-in-lieu can be taken for any additional hours worked

**Salary Scale:** £26,421 - £28,770

Women's Aid ABCLN offer a competitive **Benefits Package** including:

- Incremental Salary Scale
- 25 Days Annual Leave increasing to 27 Days after five years' service and 30 Days after 10 years' service, plus 12 Statutory Holidays
- Generous Pension with Employer Contribution of 8% plus Life Insurance
- Enhanced Occupational Sick Pay
- Carers Leave
- Comprehensive Induction & Training
- Regular Supervision
- Flexible Working options
- Hybrid Working options

## Personal Specification

**Job Title:** Domestic Abuse Specialist

FACTOR	ESSENTIAL CRITERIA	DESIRABLE CRITERIA
<p><b>Qualifications and Experience</b></p>	<ol style="list-style-type: none"> <li>1. One year's experience of providing direct one to one support (practical and emotional) with persons in crisis plus an academic qualification at level three or above (e.g. HNC, NVQ) in a relevant field.</li> </ol> <p>OR</p> <ol style="list-style-type: none"> <li>Three years' experience of providing direct one to one support (practical and emotional) with persons in crisis.</li> </ol> <ol style="list-style-type: none"> <li>2. Experience in the identification and assessment of risk and associated safeguarding practices.</li> <li>3. Experience in the development and implementation of person-centred support plans and management of a key worker caseload.</li> <li>4. Ability to effectively plan and organise own workload and coordinate other resources to meet deadlines.</li> <li>5. Excellent team working skills.</li> </ol>	<ol style="list-style-type: none"> <li>1. Experience of working therapeutically in a multi-agency context to respond to the needs of women and their children.</li> <li>2. Experience of working with homelessness.</li> <li>3. Experience of working in a hostel/Accommodation services environment.</li> </ol>
<p><b>Knowledge / Understanding</b></p>	<ol style="list-style-type: none"> <li>1. Knowledge and understanding of domestic abuse and its impact on women and children.</li> <li>2. Ability to understand and adhere to Health &amp; Safety at work requirements.</li> </ol>	<ol style="list-style-type: none"> <li>1. Knowledge about the psychological effects of trauma and abuse.</li> <li>2. Knowledge of the rights and options available to women and children living with/fleeing domestic abuse including relevant safety measures, protections and legislation.</li> </ol>

<p><b>Skills and Aptitudes</b></p>	<ol style="list-style-type: none"> <li>1. A high degree of personal motivation and willingness to take on challenges, learn new skills and undertake continuing professional development training.</li> <li>2. A commitment to secure positive outcomes for women and children who may be experiencing crisis situations and/or living with complex needs.</li> <li>3. Strong communication skills - verbal and written, ability to facilitate group discussions and deliver presentations.</li> <li>4. Ability to liaise confidently and effectively with a broad range of statutory and non-statutory agencies.</li> <li>5. Ability to work empathically and appropriately with survivors of domestic abuse and other specialist service providers.</li> <li>6. Competent in the use of IT systems (including Microsoft products).</li> </ol>	
<p><b>Other requirements</b></p>	<ol style="list-style-type: none"> <li>1. Commitment to the vision, mission and ethos of Women's Aid ABCLN.</li> <li>2. Commitment to anti-discriminatory practice and equal opportunities</li> <li>3. Willingness to occasionally work unsocial hours when required.</li> <li>4. Car driver with access to a car (or transport that allows the candidate to fulfil duties of the post).</li> </ol>	