



Assistant Domestic Abuse Practitioner Job Description



Location
Newcastle-under-Lyme

Responsible to
Safe Accommodation
Service Manager

Responsible for
supporting
customers and
their children

JOB PURPOSE

As an Assistant Domestic Abuse Practitioner at our refuge, you'll be the first point of contact for customers, external enquiries, referrals and admissions. You'll work with the team in refuge to support customers and their children, making sure they remain safe and well.

About Us The Heart of Change

Working with Glow, you will be a part of our mission to end relationship abuse, by campaigning for change and providing support throughout Staffordshire and its surrounding areas.

Through a full circle approach, Glow seeks to address the issues from every angle, ensuring no member of the community is vulnerable to an abusive relationship.

Key responsibilities

- Make sure customers feel welcome when they first move in and are fully aware of the support they can access.
- Manage emergency referrals, carry out any necessary risk assessments and assign accommodation based on customer needs.
- Make sure all accommodation is clean, secure and up to health and safety standards.
- Assess any risk or safeguarding issues and update customer focused safety plans and risk management plans to keep customers safe. Record any incidents appropriately and in detail.
- Keep accurate, up to date records, details and notes within Glow's CRM system Oasis.
- Answer the on call out of hours phone line and respond to any issues or emergencies.
- Support the Service Manager in meeting void targets by turning around rooms ready to relet.
- Work collaboratively with colleagues and support each other to achieve role, team, customer and organisational objectives. Seek support when needed to meet customer and service requirements.

Key Performance Indicators

- Make sure all work is recorded, collated, updated and saved securely in accordance with contract, service and organisation requirements and standards.
- Make sure Glow is able to provide reporting data by maintaining accurate and timely information using the tools provided.
- Make sure monitoring and evaluation tasks are completed, meeting organisational targets.
- Work to and maintain all agreed health and safety and environment standards and practices.
- Make recommendations to increase and develop value for money solutions for the service and organisation.

Key Contacts

- Safe Accommodation Service Manager
- Other Domestic Abuse Practitioners
- External agencies

Health & Safety

- You will need to make sure that all of our Group health and safety guidelines and fire regulations set out in our policies are met, follow our safe working practices and complete online health and safety and fire training.

General

- Be aware of and follow all Group policies.
- Have regular 'My Check In' sessions throughout the year to monitor your objectives, track your progress and to support your personal development and wellbeing.
- Take personal responsibility for your own development by agreeing personal development plans and undertaking training to continually develop your skills and knowledge.
- Put your own unique stamp on the role and take on any other duties within the scope of your position.
- Carry out a new DBS check every three years.

Assistant Domestic Abuse Practitioner

Person Specification

CRITERIA	ESSENTIAL	DESIRABLE
Qualifications and specific training	<ul style="list-style-type: none"> A good level of education such as GCSE English and maths, or equivalent. 	
Experience	<ul style="list-style-type: none"> Experience risk assessing and supporting people with complex needs. Experience handling personal data, working in line with GDPR. 	<ul style="list-style-type: none"> One to two years' experience working with people with complex needs and delivering support.
Knowledge	<ul style="list-style-type: none"> A genuine understanding of people in abusive relationships. 	
Skills	<ul style="list-style-type: none"> You'll be our customers voice, so you'll need great verbal and written communication skills. Good ICT skills and experience of Microsoft Office. Be able to problem solve and think quickly on your feet. Be resilient and able to adapt. Able to work independently and remotely while planning your time well. Be self-motivated and able to work to a high standard to meet deadlines and objectives. Able to make and keep clear factual recordings of all information and keep this safe and secure in line with data protection. 	
Personal attributes	<ul style="list-style-type: none"> Passionate about supporting people in a non-judgemental way. Hold Honeycomb Group's missions and values and let them be at the heart of everything you do. 	
Additional requirements	<ul style="list-style-type: none"> DBS check. Able to work evenings, weekends and throughout the night for 'sleep-in shifts.' 	

Glow is a part of Honeycomb Group



HONEYCOMB
GROUP

Honeycomb Group is a Group of brands dedicated to making this region and the surrounding areas vibrant. Together we're a team of people working to create more opportunities for everyone in our local communities.

Our Honeycomb Group values are what connects us and keep us working together in the same direction:

At Honeycomb Group, we're connected by a set of collective values, keeping us all working in the same direction.

Be dead genuine

- Be authentic
- Don't take yourself too seriously
- Create a customer experience they'll never forget
- When in doubt smile

Never shut the door

- No hierarchy
- Don't hear what you want - listen
- Be open & flexible
- Always think about others

Chase curiosity & ambition

- Commit to the challenge
- Fuel your passion
- Put heart into your work
- Create a no-fear culture



Be a leader in the field

- Don't manage inspire
- Take initiative, step up even if it's not your job
- Follow your gut
- No blame culture
- Be confident

Come together

- Seek value from others
- Be a team player
- Chip in when others need help
- Act in the best interest of everyone