

Domestic Abuse Practitioner

Plymouth Refuge (Safe Accommodation location)

Main Purpose of this role

This is a broad and wide-ranging Domestic Abuse Practitioner role that will enable Trevi to deliver a range of services that will meet the needs of women and children at risk of and affected by domestic abuse. You will be working with women and children with multiple needs whereby you will provide support to manage risk and address personal safety concerns, that will enable women and children to work towards a safer brighter future.

The role will include direct one-to-one work, from a strengths-based perspective which will involve assisting and sign posting women and children to access legal resources, employment, education, finances, benefit support and group work.

You will ensure there is a clear route to support, and all support is offered in an appropriate time frame.

Department	Accommodation
Division	Domestic Abuse Support
Location	Plymouth Refuge
Reports to	Community Support & Outreach Manager
Contract type	Permanent & full time

Key Responsibilities

Direct Support to Individuals and Families

- Establish positive relationships with a whole family approach, supporting vulnerable individuals and families affected by domestic abuse.
- Provide individual, outcome-focused support through one-to-one and group work, co-producing support plans that reflect the needs and aspirations of each individual.
- Undertake risk assessments and develop safety plans to maximise the safety and wellbeing of clients.
- Deliver a range of support activities, workshops, and group programmes within our refuge and community settings in line with quality standards and funding requirements.
- Offer advice, information and guidance on issues such as safety planning, domestic abuse, benefits, move on accommodation, education, positive parenting (where appropriate), training, employment, and physical and mental health.

Safeguarding and Risk Management

- Safeguard vulnerable women and children ensuring concerns are identified, recorded, and acted upon in line with organisational policies and local procedures
- Keep up to date with legislation, policies and good practice related to domestic abuse, safeguarding, sexual violence, honour-based abuse, forced marriage, stalking, FGM, immigration, homelessness, substance misuse, and adverse childhood experiences.

Partnership and Multi-Agency Working

- Work collaboratively with a range of partner agencies and internal colleagues to address barriers faced by women and children, ensuring coordinated support for long term safety, wellbeing and independence.
- Promote peer support and confidence-building through empowerment and self-efficacy.

Monitoring, Recording and Evaluation

- Maintain accurate, factual, and up-to-date records in relation to support given and service delivery
- Ensure a clear concise hand-over is conducted at the end of a shift
- Provide data and information for internal monitoring and external reporting.
- Participate in regular service reviews and evaluations to improve practice and meet the changing needs of women, families and stakeholders.

Health, Safety and Compliance

- Promote and maintain safe working environments within our refuge settings, ensuring adherence to regulations relating to Houses in Multiple Occupation (HMO) and fire safety.

Organisational Responsibilities

- Work and deliver a positive, collaborative professional work culture in keeping with Trevi's code of conduct, demonstrating professionalism and accountability in all aspects of your role.
- Carry out general administrative duties and ensure compliance with financial procedures.
- Actively participate in team tasks and meetings.
- Engage in regular supervision, training, and reflective practice to support continuous professional development.

Adhere to and keep up to date with

- Safeguarding policies & best practice
- GDPR regulations, Data Protection & information security policies
- Confidentiality & Code of Conduct
- Health & Safety standards

And all Trevi policies & procedures.

The job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment.

Person Specification – Domestic Abuse Practitioner

We're looking for someone who brings enthusiasm, skills and a willingness to grow in this role. If you feel you offer most of what we need, we encourage you to apply even if you don't tick every box. We value potential just as much as experience and we're committed to creating an environment where everyone can thrive.

Knowledge & Qualifications	
GCSE standard level of education	Essential
Knowledge of domestic abuse, sexual violence, and the impacts	Essential
Knowledge of trauma informed approaches	Essential
Knowledge of anti-racist practice	Essential
Relevant professional qualification (e.g. IDVA, ISVA, social work, health and social care)	Desirable
Experience of	
Working with individuals in crisis or with complex needs	Essential
Multi-agency working	Essential
Understanding of complex needs (e.g. mental health, substance misuse).	Essential
Awareness of homelessness legislation welfare benefits, risk assessments, and health & safety.	Essential
Supporting vulnerable people (in paid or voluntary capacity)	Essential
High level understanding of safeguarding responsibilities for vulnerable adults and/or children	Essential
Understanding the importance of supportive, but boundary-built relationships with women and children	Essential
Awareness of confidentiality, especially in the context of sensitive or high-risk situations	Essential
Group work delivery & workshops	Desirable
Using outcomes-based monitoring tools	Desirable
Qualities & Skills	
Strong organisational and time management skills	Essential
Effective written and verbal communication.	Essential

Strong report writing and record keeping skills.	Essential
Ability to prioritise, work independently, and reflect on practice.	Essential
Good level of literacy, numeracy, and digital skills	Essential
Non-judgemental, values diversity.	Essential
Positive, proactive and flexible in approach, flexible to change	Essential
Team player with a willingness to learn and adapt.	Essential
Commitment to learning, personal development, and continuous improvement	Essential
Full UK driving licence and access to a car	Desirable