



## **Job Description**

### **Domestic Abuse Outreach and Resettlement Worker (Manchester)**

<b>Special Terms:</b>	Full-time 35hrs Fixed Term Contract to July 2026
<b>Salary:</b>	£27,927 + 10% pension (pro-rata)
<b>Accountable to:</b>	Domestic Abuse & Sexual Violence Programme Manager
<b>Accountable for:</b>	Volunteers
<b>Closing Date:</b>	27 <sup>th</sup> October 2025
<b>Interview Date:</b>	10 <sup>th</sup> November 2025
<b>Panel:</b>	Jake Critchley, Louise McIvor, Tiffany Sky

### **Role Summary**

LGBT Foundation is an impactful, vibrant charity with a wide portfolio of well-established services and rapidly developing new initiatives aimed at meeting the needs of lesbian, gay, bisexual and trans people. We are looking for a Domestic Abuse Outreach and Resettlement Worker for Manchester to join our domestic abuse and sexual violence team. Our domestic abuse programme initially started in 2017, has continued to grow, now covering the boroughs that make up Greater Manchester and an expansion of our service into the City of Liverpool.

Our domestic abuse team currently offer a high level of support to victims and survivors of domestic abuse. The support on offer is not only for those currently experiencing domestic abuse but also for those who have previously experienced this. The current support offer includes the provision of a holistic assessment, safety and support planning, 1:1 casework sessions, housing advice, and housing support.

- **Developing, implementing and monitoring referral systems:** Working with internal teams to develop new referral pathways for community members within the catchment area, monitoring and responding to all new referrals being received, and making use of salesforce to track new referrals.
- **Partnership development and increasing the reach of the programme:** Working to identify and build relationships with new partners and commissioners, developing comms for the programme of work and a strategy around communications to increase the reach of the programme with the view of increasing knowledge about the service.
- **Provision of advice, support and signposting to survivors of domestic abuse:** Developing the service offer based on current provision with the domestic abuse programme, filling gaps in current service provision, identifying the needs of the community and ensuring the provision meets these needs.
- **Development and delivery of LGBT Domestic Abuse Awareness training:** Working to review current training and research to redesign a new training package to be delivered to professionals within the City of Liverpool to increase awareness around the experiences of LGBTQ+ survivors of domestic abuse.

We are taking positive action to encourage applications from people of colour (PoC) and other racially minoritised communities, trans\*, non-binary, and/or older people (aged 50+), to improve the representation of colleagues from these communities in our staff team.

\*Trans is an umbrella & inclusive term used to describe people whose gender identity differs in some way from that which they were assigned at birth; including non-binary people, crossdressers, and those who partially or incompletely identify with their sex assigned at birth.

## **Role Accountabilities**

### **Operational delivery and coordination of our domestic abuse support offer in Manchester**

- Working to ensure community members are contacted with 48 working hours of the referral being received.
- Delivery of assessments for new referrals and completing safety and support plans with all clients engaging in support.
- Oversee the waiting list for support, ensuring that regular contact is made with all clients in or waiting for the service.
- Keeping accurate and timely records with, about, or on behalf of service users accessing the service.
- Develop one to one and groupwork options for survivors of domestic abuse to engage with, regularly reviewing the offer, seeking feedback and making changes to ensure the needs of those accessing are being met.

- Engaging in team meetings and supervisions where required.
- Development and delivery of LGBTQ+ domestic abuse awareness sessions.
- Delivery support within the community including completion of home visits or meeting people within their local area to increase engagement with the service.
- Develop pathways for those who are not silver risk level.

### **Monitoring, reporting and data collection**

- Collecting data on all service delivery provided via the programme, ensuring we are successfully monitoring engagement and outcomes for those accessing the service.
- Work to identify key themes and trends of community members accessing the service and use these to identify key elements of support needing to be developed.
- Providing regular reports to commissioners on the progress of the programme, using quantitative and qualitative data to show to impact of the service.
- Working with internal performance team to create database and make edits to our case management systems to make it fit for purpose for the delivery of the programme.

### **Service development, marketing and partnership working**

- Work to develop referral pathways into the service both for self-referral and service to service referrals.
- Work to attend outreach opportunities, sharing information about the domestic abuse offer and other programmes of LGBT Foundation.
- Creating and maintain relationships with local providers.
- Working to develop new referral pathways with local providers, ensuring that LGBTQ+ clients are offered choice in their provider.
- Supporting local providers to implement sexual orientation and trans status monitoring to support the collection of data and helping them to identify clients who can access the service.
- Attending local partner meetings and meeting with commissioners as and when required.

### **General expectations of Delivery Directorate Staff**

- Completing intake assessments for clients wishing to access services outside the DASV team.
- Working in line with safeguarding policies and procedures.
- Making regular contact with safeguarding officers where new disclosures have been made, or risk has increased.
- Completion of safeguarding incident and issues forms following dealing with disclosures.

- Working holistically with other delivery directorate members to ensure support for service users is planned and effective.

## **LGBT Foundation Accountabilities**

- Display a genuine commitment to equality of opportunity and an understanding of the issues faced by all LGBT communities. LGBT Foundation will challenge any discriminatory behaviour or language if it occurs.
- Further, LGBT Foundation has a commitment to using the insight gained through it's work to make the organisation more inclusive and representative of all LGBT communities.
- Completion of specific tasks allocated through work plans, project plans and the annual business plan of LGBT Foundation.
- Provision of monthly information (accurate data and informative commentary) within your areas of responsibility for performance management purposes.
- Compliance with LGBT Foundation's policies, procedures, management and monitoring systems.
- We are a learning and development organisation and will consistently provide and support opportunities for staff to exceed theirs and our expectations. In common with all staff, you have a responsibility for drawing attention to your own training needs as well as those of colleagues that you work with that LGBT Foundation will then aim to support you with.
- Any other duties in line with your skills and abilities, as directed by your line manager.
- All staff are expected to maintain a flexible approach to their roles and respond to the LGBT Foundation's changing needs. The responsibilities of this post may be changed subject to review, over a period of time. This will be done in consultation with the post holder.

## **Person Specification**

We realise that we could miss out on incredible talent joining LGBT Foundation because someone might not see themselves in every single one of these criteria below. For example, research shows that women of colour are less likely to apply to a role if they don't meet all criteria.

Please don't be put off if you feel you don't tick all the boxes below. If you think you could be great for this job, but aren't entirely sure, please apply anyway.

## **Skills & Abilities**

- Able to deal calmly and confidently with emotional and difficult situations.
- Ability to work both as part of a team and independently; prioritising own workload and using initiative.
- Ability to keep accurate notes in a timely manner.

- Communications skills including ability to change communication in line with service user needs.

## Experience

- Experience of working in a Domestic Abuse/Sexual Violence service or similar role.
- Working in partnership with a range of service providers.
- Experience of delivering group work. (desirable)
- Experience of assessing need and risk.
- Experience of working with those in crisis.
- Experience of communication with commissioners and writing reports.

## Knowledge & Understanding

- An understanding of Domestic Abuse and Sexual Violence.
- Knowledge of housing options available to victims/survivors of domestic abuse, including refuge spaces and dispersed housing.
- An understanding of key legislation aimed at protecting those affected by domestic abuse.
- An understanding of safeguarding procedures and structures such as MARAC and MAPPA.
- An understanding of LGBTQ+ communities and their needs.

## Other

Full driving licence and business insurance could be helpful due to the outreach nature of the role but not essential.

This role, in common with all staff at LGBT Foundation, will be expected to display a range of competencies specific to their grade and area of work. These will be measured during annual performance appraisals, and there will be an expectation that staff will be able to evidence the ways in which they have met these competencies over the course of the year.

## Terms and Conditions

- (i) **Hours** – 35 hrs per week– with an expectation of evening and weekend work.
- (ii) **Annual Leave** – 26 Days per year – rising to 31 days after 5 years' service (*pro rata where appropriate*) – plus bank holidays.
- (iii) **Probation Period** – Post subject to successfully completing a 6-month probationary period.
- (iv) **Hybrid Working** – As an organisation we follow a hybrid method of working. As a result, colleagues work regularly both from home and from our centre in central Manchester. Due to the nature of this role, there will be an expectation for several days of face-to-face work with clients within our Centre. A commute would need to be self-funded so please bear this in mind if you don't live locally.

We understand that working for an LGBT organisation could impact on your identity, community, and/or culture. If you would like to discuss this or any aspect of the role further, please contact Louise McIvor [louise.mcivor@lgbt.foundation](mailto:louise.mcivor@lgbt.foundation)