



Job Description

LGBTQ+ Independent Domestic Violence Advisor

Special Terms:	Full-Time 35 hrs a week Fixed Term Contract to April 2026 (subject to funding)
Salary:	£ 29,210 (pro rata) + 10% pension
Accountable to:	Domestic Abuse & Sexual Violence Programme Manager
Accountable for:	Volunteers
Closing Date:	03/11/25
Interview Date:	12/11/25
Panel:	Charlotte Cooke, 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 an LGBTQ+ Independent Domestic Violence Advisor for Manchester to join our domestic abuse and sexual violence team. Our domestic abuse programme initially started in 2017, has continued to grow, and we now have services across Greater Manchester and 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. We are now looking for a specialist LGBTQ+ Independent Domestic Violence Advisor to support high risk victims and survivors of abuse. This role includes the responsibilities below:

- **Delivering first response provision and high-quality assessments to those experiencing Domestic Abuse:** Contacting new referrals, completing DASH RICS and other assessments including risk assessments, safety planning and support planning, signposting and making referrals where appropriate. Delivering check-in calls to those on our waiting list: Maintaining regular contact with service users waiting to access our services, ensuring risk and need are reviewed, and providing signposting and follow-up where required.
- **Work within multi agency partnership structures and within multi agency settings which will include participation with MARACS:** Working with partners such as GMP, various local councils and other voluntary sector organisations across a wide Greater Manchester area.
- **Delivering group support and drop-ins as required:** Provide core support to service users at low or standard risk, identifying core needs of those accessing and providing drop-in spaces for information, advice, and emotional support.
- **Keeping detailed notes and records of all interactions:** Ensuring all notes associated with contacts with, for, or on behalf of service users are logged in line with internal guidance and in a timely manner.

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, cross-dressers, and those who partially or incompletely identify with their sex assigned at birth.

Role Accountabilities

Provide advice and guidance for safeguarding issues which are raised internally and externally from the domestic abuse team, as well as remaining up to date on best practice.

- Hold up to date knowledge of safeguarding processes, including how to make referrals and conducting risk assessments when required.
- Be a designated safeguarding officer for LGBT Foundation, providing advice to staff members in the services team who are dealing with disclosures.

- Remain up-to-date and compliant with all organizational procedures policies and professional codes of conduct and uphold standards of best practice.
- Remain up-to-date with DVA and LGBT practice and legislation to ensure an informed and effective service.

Provide a high level of support and advocacy to a caseload of individuals who are current experiencing domestic abuse, keeping their safety paramount throughout their journey within our services.

- Identify and assess the risks and needs of LGBT people experiencing domestic abuse using an evidence-based risk identification checklist.
- Focus on and prioritize high risk cases and provide a pro-active, short to medium term crisis intervention service through individual safety planning and personalized support.
- Work with high risk victims of domestic abuse to help them access services to keep them safe.
- Advocate for high, medium and standard risk victims with agencies who can help to address the domestic abuse by:
 - Understanding the role of all relevant statutory and non-statutory services available to domestic abuse victims and how your role fits into them.
 - Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, health and finance.
 - Working directly with all key agency partners to address the safety of high-risk victims and ensuring that their safety plans are coordinated particularly through the MARAC.
- Manage a caseload ensuring each client receives the appropriate service individual to their needs.
- Support the empowerment of the client and assist them in recognizing the features and dynamics of domestic abuse present in their situation and help them regain control of their lives.

Work in a multi-agency/ multi-disciplinary way, both internally and externally, to share information on a need-to-know basis, build referral pathways, create a structured offer of support, and manage risk effectively;

- Involvement within multi-agency partnership structures and work within a multi-agency setting which will include participation at the MARAC and working closely with LGBT Foundation. Contributing to interventions and help design a plan to protect victims and any

children, while maintaining an independent role on behalf of your client, keeping their safety central to any response.

- Work with LGBT Foundation's Services Team to identify and establish clear referral pathways to and from their range of support services; support them to generate new referrals and provide information and guidance to increase the identification of abuse in existing services.
- Be proactive with the Manager in carrying out periodic case reviews based on a review of risk and abuse which:
 - Feeds back into action planning to further progress, signpost or close cases and;
 - Provides feedback to your clients/agencies.
- Support colleagues and partner agencies, through awareness raising, institutional advocacy and training delivery, to provide the best possible service for LGBT victims of domestic abuse. This will include workshops, awareness sessions and briefings.
- Respect and value the diversity of the community in which the services operate in and recognize the needs and concerns of a diverse range of survivors ensuring the service is accessible to all.
- 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.

Manage client data, keep up to date and timely support records, and creation of up to date reports both on clients and the service for internal and external purposes;

- Collecting data on all service delivery, including assessments, multi-agency meetings, 1:1 support and housing.
- Maintaining accurate and timely records relating to risk management and client progress.
- Support in monitoring the performance of the service, identifying delivery issues and finding creative solutions.
- Providing information for reports on a quarterly basis.

- Providing in depth data and case studies to support the domestic abuse manager in completing an annual report.
- Comply with data protection legislation, confidentiality and information sharing policy and procedures and all legislation connected to your work.
- 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. There is an expectation for the post holder to provide face to face support to service users across Greater Manchester. 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.
- 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 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 from home and our centre in Manchester. Due to the nature of this role, there will be an expectation for at least a weekly presence within our Centre in Manchester. 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 Tiffany@lgbt.foundation