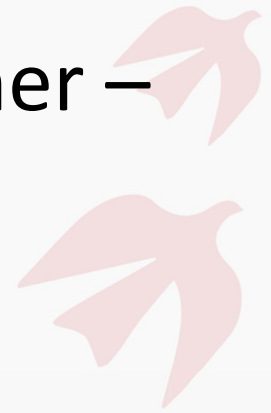


# Join us



And make a difference to people's lives  
as

## Domestic Abuse Practitioner – Refuge



## About Safenet

We provide domestic abuse services across the North West of England, including refuges for women and children, safe houses for men, community support, and extra support for those facing addiction, mental health, or other issues.

We understand the serious impact domestic abuse can have, especially on health and wellbeing, and provide support and guidance to help survivors live safely and securely.

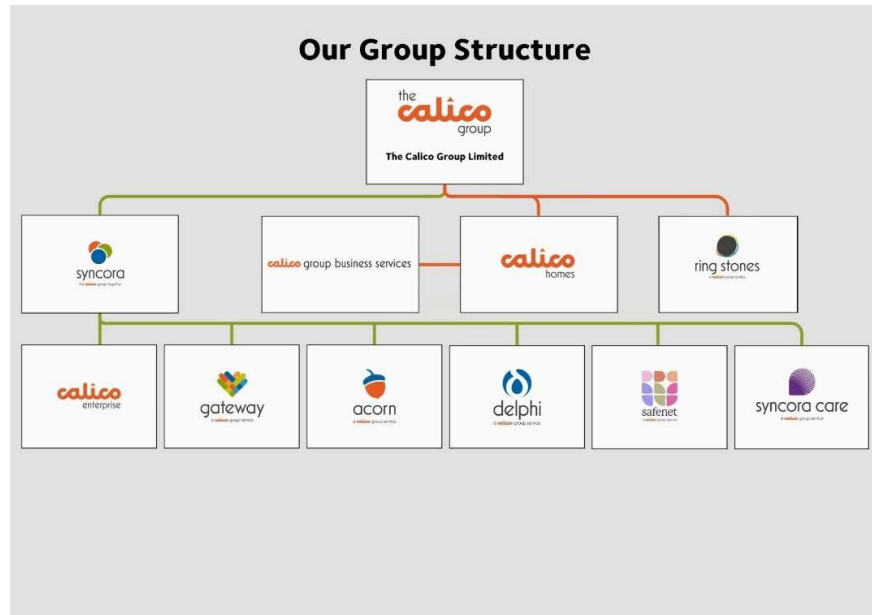
Safenet is part of the Calico Group. Here's what makes The Calico Group unique: each of our specialist companies collaborates and innovates together to have a greater impact than they could alone.

Our shared vision, flexible group structure, and expanding range of services help us adapt to the fast-changing environment and times in which we work.

"A future where everyone can live safe, happy and healthy lives free from abuse, violence and exploitation in their homes, streets and communities."

## The Calico Group

Each part of The Calico Group has its own specialism, expertise and a track record of providing a complete community service in housing, healthcare, support, employability and construction.



## Our Values

Our people are our greatest strength and it's only when they are engaged, and connected to our vision and our values, that we see the impact they have in our communities and on our customers' lives.



## About our team

You'll be part of a committed and compassionate frontline team working within a busy refuge environment. We support adult survivors, children, and young people affected by domestic abuse, providing a safe and supportive space where recovery and empowerment can begin.

Our team is passionate about creating a welcoming, inclusive atmosphere for all residents and colleagues. We work in a fast-paced and ever-changing environment, adapting to the diverse needs of those we support. With a strong focus on teamwork, resilience, and sound judgement, we collaborate to make thoughtful decisions that prioritise safety, dignity, and respect.

## About your role:

<b>Role:</b>	Domestic Abuse Practitioner – Refuge
<b>Responsible to:</b>	Service Manager
<b>Responsible for:</b>	N/A
<b>Business Area/Company:</b>	Safenet

## The Value of This Role

As a Domestic Abuse Practitioner, you'll play a vital role in helping individuals and families affected by domestic abuse take their first steps toward safety, recovery, and independence. You'll be the first point of contact for those in crisis—offering compassionate, practical, and emotional support that makes a real difference. In this role, you'll build trusting relationships with refuge and safehouse residents, helping them feel safe, heard, and empowered. Through one-to-one and group support, you'll guide clients in developing safety plans, setting personal goals, and engaging in wellbeing activities that reduce isolation and foster a sense of community.

Working in a communal setting, you'll be part of a dedicated team that champions inclusion, resilience, and hope—supporting each resident to rebuild their confidence and connect with the wider community.

## How This role will deliver success

As a Domestic Abuse Practitioner at Safenet, you will play a vital role in delivering trauma-informed, person-centred support to women and children affected by domestic abuse. Your work will help create a safe, empowering environment where survivors feel heard, respected, and supported to rebuild their lives.

Success in this role means:

Providing compassionate, responsive support

- You'll be the first point of contact for residents, offering practical and emotional support that prioritises safety, dignity, and autonomy.

Holding a caseload and delivering tailored one-to-one support

- You'll work closely with each resident to understand their unique experiences and needs, co-creating support plans that reflect their goals and promote recovery.

Developing personalised safety and recovery plans

- You'll assess risk, plan for safety, and support resettlement through structured, trauma-informed interventions.

Recognising and responding to diverse needs

- You'll identify and address additional support requirements, including those related to language, culture, health, disability, or faith, ensuring inclusive and equitable care.

Working collaboratively to safeguard and empower

- You'll liaise with external agencies—such as health services, social care, MARAC, and the police—to coordinate holistic, wraparound support.

Championing trauma-informed practice

- Through every interaction, you'll uphold Safenet's values of safety, respect, and empowerment—helping survivors feel in control of their journey and confident in their next steps.

## Activities Involved in This Role

As a Domestic Abuse Practitioner at Safenet, you'll be a consistent and compassionate presence for women and children living in refuge. From the moment a resident arrives, you'll provide trauma-informed, one-to-one support that helps them feel safe, heard, and empowered to rebuild their lives.

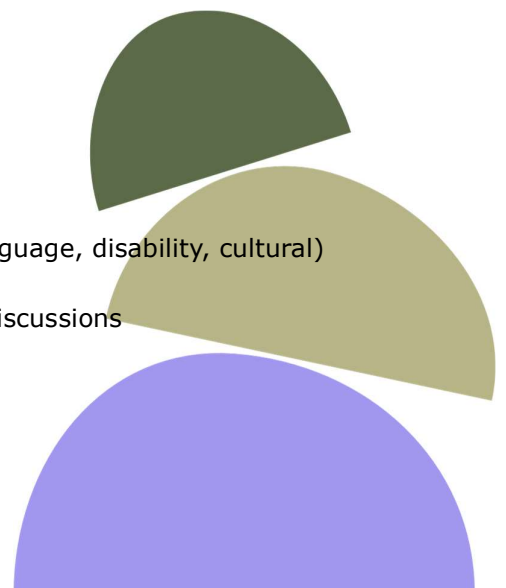
You'll hold a caseload and meet regularly with residents, offering emotional and practical support tailored to their individual needs. You'll co-create support plans and risk assessments, helping residents set goals, plan for safety, and take steps toward independence.

Your role will also involve working closely with external professionals—supporting residents to access health services, legal advice, housing, and other vital resources. Whether you're helping someone attend a MARAC meeting, liaising with the police, or advocating for a resident's rights, your calm and skilled support will make a lasting difference.

You'll also contribute to the wider refuge environment, helping to ensure it remains inclusive, welcoming, and responsive to the needs of all residents—including those from LGBTQ+ communities, older people, rural populations, and Black, Asian and minority ethnic backgrounds.

Other responsibilities include:

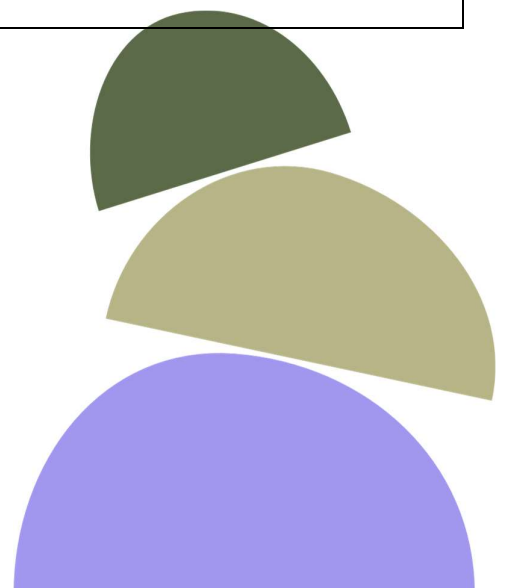
- Maintaining accurate case notes and risk assessments
- Writing clear handovers to ensure continuity of care
- Identifying and responding to additional needs (e.g. language, disability, cultural)
- Supporting Safenet's Live Chat service when required
- Participating in team meetings and multi-agency case discussions





## What You'll Need to be Successful in This Role:

	Essential:	Desirable:
<b>Qualifications</b>	<p>Although no formal qualifications are necessary a good level of spoken and written English is essential for this role.</p>	<p>Women's Aid or Respect-accredited training SafeLives IDVA (Independent Domestic Violence Advisor) qualification.</p> <p>DASH (Domestic Abuse, Stalking and Honour Based Violence) risk assessment training.</p> <p>Training in trauma-informed care or domestic abuse awareness.</p>
<b>Experience</b>	<p>Proven experience providing emotional, practical, and welfare support to individuals affected by domestic abuse, including women, men, and children.</p> <p>Familiarity with adult and child safeguarding procedures and multi-agency risk assessment processes.</p> <p>Experience holding a caseload, conducting regular key working sessions, and producing support plans and risk assessments tailored to individual needs.</p> <p>Experience supporting individuals to navigate legal systems, access benefits, or advocate for their rights in complex systems.</p> <p>Demonstrated ability to assess risk and develop safety plans that respond to complex and changing circumstances.</p> <p>Experience supporting individuals from marginalised or underrepresented groups, including LGBTQ+ communities, older people, rural populations, and Black, Asian and minority ethnic backgrounds.</p>	<p>Experience working with external partners such as police, MAR(R)AC, health services, housing, and legal professionals to coordinate holistic support.</p> <p>Experience delivering support using a trauma informed approach that prioritises safety, dignity, and empowerment.</p> <p>Experience delivering or supporting group based activities, drop-in sessions, or community outreach that promotes wellbeing and reduces isolation.</p>



<p><b>Skills &amp; Knowledge for This Role</b></p>	<p>Creating a welcoming and respectful environment for all residents.</p> <p>Ability to support individuals in crisis with compassion and understanding.</p> <p>Non-judgmental attitude and active listening skills.</p> <p>Clear verbal and written communication for liaising with residents and external agencies.</p> <p>Ability to de-escalate tense situations and provide reassurance.</p> <p>Ability to remain calm under pressure and follow procedures.</p> <p>Time management and ability to work independently during night shifts.</p> <p>Accurate logging of incidents, referrals, and resident updates.</p> <p>Room preparation, health &amp; safety checks, and maintaining a secure environment.</p> <p>Being familiar with and able to implement emergency evacuation procedures.</p>	<p>Experience or training in handling emergencies, including safeguarding and domestic abuse disclosures.</p> <p>Experience liaising with police, social services, housing officers, or support charities.</p> <p>Understanding of refuge security protocols and ability to enforce them.</p> <p>Vigilance in monitoring access and responding to potential threats.</p> <p>Understanding of UK safeguarding laws and procedures.</p> <p>Familiarity with the Domestic Abuse Act 2021 and housing rights.</p> <p>Ability to manage emotional impact of the role and maintain professional boundaries.</p>
<p><b>Essential Core Skills</b></p>	<p><b>Health &amp; Safety Awareness</b>  All of our employees are required to work in a safe way, wear appropriate personal protective equipment (PPE), and keep themselves, other colleagues and customers safe. You will be expected to update your knowledge and skills on Health &amp; Safety if successful in your application.</p> <p><b>Safeguarding</b>  We work with adults and children who may be 'at risk' and expect colleagues to work in a way which protects the people we support from harm. Our colleagues are expected to identify people 'at risk' and confidently report any Safeguarding concerns as appropriate within the service.</p> <p><b>Digital</b>  Across our services, we use a range of technology and systems and expect colleagues to use them effectively and safely following cybersecurity and data protection principles (UK GDPR). Full training on specific systems is provided but a willingness to learn and develop is essential.</p> <p><b>Equality, Diversity, and Inclusion (EDI)</b>  The Calico Group welcomes diversity and champions the rights of those in society who may be marginalised. Our employees are expected to be inclusive, embracing those from different backgrounds to develop a fairer society.</p>	

To succeed in any role within the Calico Group, candidates must show that their values and behaviours align with the organisation's principles. This alignment will be evaluated throughout the recruitment process.

The organisation is dedicated to safeguarding and promoting the well-being of adults, children, and young people. All employees and volunteers are expected to uphold this commitment and follow proper procedures to address any safeguarding concerns.

