

Domestic Abuse Team Leader

Main Purpose of this role

This is an exciting opportunity to lead a dedicated team of Domestic Abuse Practitioners and Independent Domestic Violence Advocates (IDVAs) supporting women, children and families across our refuge, safe accommodation and Women's Centre through our Armed Forces Project.

As Team Leader, you will provide operational leadership, professional supervision and day-to-day management of staff, ensuring the delivery of high-quality, trauma-informed and person-centred support. Working closely with the Community Support & Outreach Manager, you will help develop strong partnerships with internal colleagues and external agencies, ensuring a coordinated community response for individuals and families experiencing domestic abuse.

You will oversee referrals, risk assessments, Multi-Agency Risk Assessment Conference (MARAC) processes, safety planning and case management, ensuring services are responsive, effective and compliant with safeguarding, quality standards and contractual requirements.

This role requires an experienced leader who is passionate about empowering women and families to achieve long-term safety, wellbeing and independence through strengths-based practice.

Department	Domestic Abuse Team
Location	Sunflower Women's Centre & Plymouth Refuge
Reports to	Community Support & Outreach Manager
Responsible for	Domestic Abuse Practitioners & Armed Forces IDVAs
Contract type	Permanent

Key Responsibilities

Leadership and Service Delivery

- Lead, motivate and supervise a team of Domestic Abuse Practitioners and IDVAs, providing regular supervision, guidance and performance management.
- Foster a positive, supportive and collaborative team culture that promotes continuous learning and professional development.
- Oversee the allocation and management of referrals, ensuring timely, high-quality interventions.
- Monitor caseloads and provide oversight of complex and high-risk cases, including MARAC referrals and DASH risk assessments.
- Ensure support plans are person-centred, action-focused and delivered using trauma-informed approaches.
- Work alongside the Community Support & Outreach Manager to achieve service objectives, contractual targets and continuous service improvement.

Safeguarding and Quality Assurance

- Ensure compliance with safeguarding legislation, organisational policies and best practice for adults and children.

- Maintain oversight of confidential and accurate case recording in accordance with GDPR and organisational procedures.
- Promote high standards of practice through case audits, reflective supervision and quality assurance processes.
- Ensure compliance with health and safety, equality, diversity and inclusion, and data protection requirements.

Partnership Working

- Develop and maintain effective partnerships with statutory, voluntary and community organisations.
- Represent the service at multi-agency meetings, including MARAC and other partnership forums.
- Promote coordinated responses to domestic abuse through collaborative working and effective referral pathways.
- Support staff in navigating complex multi-agency cases and advocating for survivors.

Supporting Women and Families

- Lead a service that empowers women and families to improve their safety, wellbeing and independence.
- Ensure staff provide effective advocacy, enabling access to legal advice, housing, healthcare, education, employment, welfare benefits and financial support.
- Promote delivery of group programmes and workshops that support recovery, resilience and independence.
- Ensure services remain inclusive, accessible and responsive to individual needs.

Service Development

- Contribute to monitoring, reporting and evaluation requirements.
- Participate in service reviews to improve outcomes and respond to emerging needs.
- Keep up to date with legislation, guidance and best practice relating to domestic abuse, sexual violence, safeguarding, stalking, coercive control, honour-based abuse, forced marriage, female genital mutilation (FGM), homelessness, immigration, substance misuse and adverse childhood experiences (ACEs).

Out-of-Hours and Additional Duties

- Participate in the on-call rota and respond to emergencies outside of normal working hours, including attending the refuge when required.
- Undertake awareness-raising and community engagement activities as needed.

Adhere to and keep up to date with

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

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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 Team Leader	
Knowledge & Qualifications	
Qualified Independent Domestic Violence Advocate (IDVA)	Essential
Exceptional knowledge of domestic abuse, sexual violence and their impact on adults, children and families	Essential
Strong understanding of safeguarding legislation and procedures for adults and children	Essential
Specialised training in trauma informed practice	Essential
Understanding of complex needs (e.g. mental health, substance misuse)	Essential
Knowledge of risk assessments and safety planning	Essential
Strong understanding of the importance of supportive, but boundary-built relationships within leadership	Essential
Awareness of confidentiality, especially in the context of sensitive or high-risk situations	Essential
Knowledge of the Armed Forces	Desirable
Knowledge of Health and Safety processes	Desirable
Knowledge of homelessness legislation and welfare benefits	Desirable
Experience	
Experience of leading or supervising staff within service delivery	Essential
Minimum three years' experience delivering domestic abuse services	Essential
Experience of carrying out risk assessments and safety plans	Essential
Experience supporting individuals in crisis and with complex needs, including mental health and substance misuse	Essential
Experience of partnership working within multi-agency settings	Essential
Experience facilitating group work, workshops or educational programmes	Essential
Experience using outcomes-based monitoring and case management systems	Essential
Supporting vulnerable people in high-risk situations	Essential
Experience in report writing	Essential
Experience of providing accommodation-based support	Desirable
Experience of developing service specific protocols and guidance	Desirable
Qualities & Skills	
Strong leadership, coaching and mentoring abilities	Essential
Ability to build trust and maintain professional relationships with people accessing services and partner agencies	Essential
Ability to work independently while supporting and developing others	Essential
Able to demonstrate integrity and accountability	Essential

Committed to empowering survivors through strengths-based, trauma-informed practice	Essential
Compassionate, empathetic and non-judgemental	Essential
Resilient with high levels of emotional intelligence	Essential
Professional, trustworthy and able to maintain confidentiality	Essential
Self-motivated with a proactive approach to problem-solving	Essential
Committed to equality, diversity and inclusion	Essential
Passionate about improving outcomes for women, children and families affected by domestic abuse	Essential
Dedicated to continuous learning, reflective practice and service improvement	Essential
Effective written and verbal communication including strong report writing and record keeping skills	Essential
Positive and flexible in approach, flexible to change	Essential
Commitment to learning, personal development, and continuous improvement	Essential
Full UK driving licence and access to a car	Desirable