

Join us



And make a difference to people's lives
as

Sanctuary Officer



About Safenet

We provide domestic abuse services across the Northwest 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.

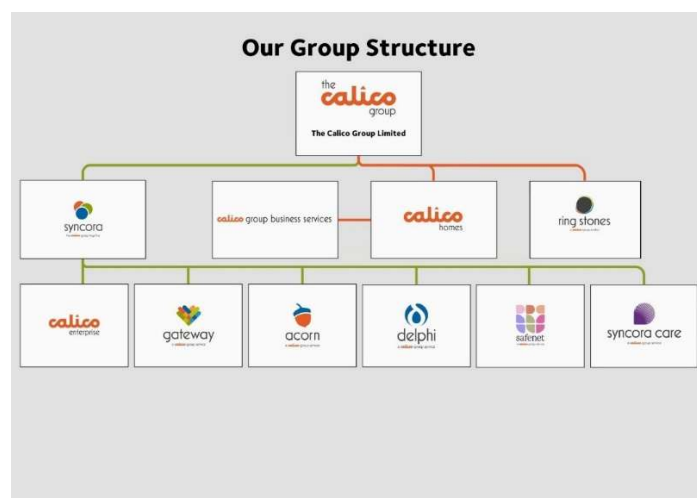
Safenet is part of the Calico Group. Here's what makes The Calico Group unique: each of our specialist companies collaborates and innovates together to have a greater impact than they could alone.

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

We are a specialist team working within the Violence Against Women and Girls (VAWG) sector, committed to delivering trauma-informed, survivor-led support. Our services are shaped by the Women's Aid Federation of England (WAFE) National Quality Standards and guided by the Domestic Abuse Act 2021, which recognises the impact of abuse on both adults and children. We work collaboratively to provide safe, inclusive, and empowering support that reflects the diverse experiences of survivors and promotes long-term recovery and independence.

Working in a busy sector you will be part of a frontline refuge team working in a fast paced environment supporting victims and survivors of domestic abuse. The team are passionate about creating safe welcoming environments that supports all residents, children and colleagues. A team who continually adapt to the variations of work tasks/environments, who are service focused, resilient, exercise good judgement to make the right

decisions and take into consideration everyone’s individual needs to create a genuine team spirit.

We recognise and respond to the intersecting experiences of survivors, acknowledging how race, gender, disability, sexuality, and socio-economic status impact recovery and safety. We are committed to anti-racist practice and actively uphold the principles outlined in our organisation’s Anti-Racist Charter.

About your role:

Role:	Domestic Abuse Safe at Home Practitioner
Responsible to:	Service Manager
Responsible for:	N/A
Business Area/Company:	Safenet

The Value of This Role

As a Sanctuary Officer, you will play a vital role in helping victims/survivors affected by domestic abuse to remain safe in their own homes.

In this role, you’ll build trusting relationships with survivors, helping them feel safe, heard, and empowered. You will complete home security assessments, recommend and coordinate appropriate target hardening, and signpost survivors to partner agencies for additional practical and emotional support.

By enabling survivors to feel safer in their own homes, you’ll reduce disruption to their lives and support long-term stability and empowerment.

Working with people from diverse backgrounds, you’ll provide inclusive, culturally sensitive support that respects each person’s lived experience.

You’ll be part of a dedicated team that champions inclusion, resilience, and hope—supporting each survivor to rebuild their confidence, connect with the wider community, and contribute to breaking the cycle of abuse.

How This role will deliver success

As a Sanctuary Officer, you'll play a vital role in delivering trauma-informed, person-centred support to women, children and men experiencing domestic abuse. Your work will help increase safety within their home empowering survivors feel heard, respected, and supported to rebuild their lives.

Success in this role means:

- Building trusting relationships with survivors, helping them feel safer in their home and supported by wider community services.
- You will support survivors to explore safe options for remaining in their homes, working collaboratively with housing providers, police, civil courts, and local authorities to implement protective orders, apply target hardening measures, and introduce other safety interventions.
- Contributing to service monitoring and evaluation, helping to evidence the impact of your work and inform continuous improvement.
- Supporting each survivor to rebuild their confidence, connect with the wider community and social networks.

Activities Involved in This Role

- Receive and triage referrals, confirm eligibility for the Sanctuary scheme, and obtain informed consent (including consent to share information where necessary).
- Hold a caseload, offering trauma-informed emotional and practical support tailored to each survivor's needs and circumstances.
- Co-create support and safety plans and risk assessments, helping survivors identify goals and steps towards longer-term stability and wellbeing.
- Plan and carry out home visits safely, following lone-working procedures and completing dynamic risk assessments (including ending/aborting visits if risk escalates).
- Complete home security surveys and assessments to identify risks and practical measures to improve safety (e.g., access/egress routes, lighting, doors/windows, and risks linked to perpetrator behaviour).
- Agree, recommend and coordinate an appropriate target-hardening package, prioritising urgent works where risk is highest, and monitor progress to ensure timely installation.

- Liaise with housing providers/landlords, contractors and internal maintenance teams to arrange works, manage access safely, and confirm completion to the required standard.
- Provide practical safety planning advice, including both physical and digital safety (e.g. privacy settings, location sharing, social media and smart devices), tailored to the survivor’s circumstances.
- Identify and respond to safeguarding concerns, ensuring actions are in line with Safenet’s safeguarding policies and multi-agency procedures.
- Support survivors to understand and consider referral routes to community DA Support increasing options, including civil/legal remedies (e.g. Non-Molestation Orders, Occupation Orders, Clare’s Law enquiries) and specialist IDVA/MARAC pathways, where appropriate.
- Provide support and interventions for survivors experiencing self-harm or suicidal ideation, including safety planning and referrals into appropriate mental health support.
- Apply an intersectional lens to all aspects of support, ensuring survivors’ diverse identities and experiences are recognised and addressed in planning and advocacy.
- Maintain accurate, timely case notes, risk assessments, and outcome records, and contribute to service monitoring and reporting requirements.
- Contribute to the wider Safenet services to help ensure they remain inclusive, welcoming, and responsive to all survivors, including those from LGBTQ+ communities, older people, rural populations, and Black, Asian and minority ethnic backgrounds.

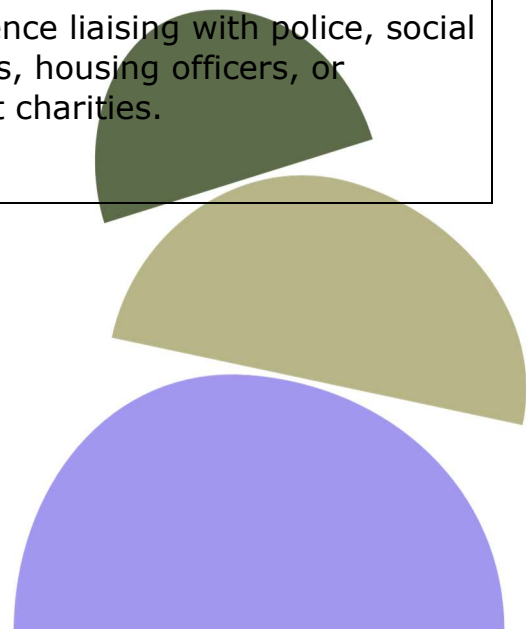
Other responsibilities include:

- Supporting enquiries from Safenet’s Live Chat service when required
- Participating in team meetings, reflective practice, and multi-agency case discussions
- Contributing to service development through feedback, evaluation, and continuous improvement.

What You’ll Need to be Successful in This Role:

	Essential:	Desirable:
Qualifications	Although no formal qualifications are necessary a good level of spoken and written English is essential for this role.	Women’s Aid or Respect-accredited training DASH (Domestic Abuse, Stalking and Honour-Based Violence) risk assessment training

		<p>Training in trauma-informed care or domestic abuse awareness.</p>
<p>Experience</p>	<p>Proven experience providing emotional, practical, and welfare support to individuals affected by domestic abuse, including women, men, and children.</p> <p>Proven experience with adult and child safeguarding procedures and multi-agency risk assessment processes.</p> <p>Experience holding a caseload and producing support plans and risk assessments tailored to individual needs.</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 safely in the community, including lone working and home visiting, with confidence in dynamic risk assessment.</p>	<p>Experience working with external partners such as police, MARAC, 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 supporting individuals experiencing self-harm or suicidal ideation, including working within safeguarding and mental health frameworks.</p> <p>Experience coordinating repairs/maintenance or property security improvements (e.g., working with landlords, housing providers, or contractors) and tracking works through to completion.</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>Skills & Knowledge for This Role</p>	<p>Ability to support individuals in crisis with compassion and understanding.</p> <p>Non-judgmental attitude and active listening skills.</p> <p>Commitment to equality diversity and inclusive practice and service delivery.</p> <p>Awareness of the importance of self-care and resilience in emotionally demanding work.</p> <p>Clear verbal and written communication for liaising with survivors and external agencies.</p> <p>Ability to remain calm under pressure and follow procedures.</p> <p>Time management and ability to work independently while also contributing effectively within a multi-disciplinary team.</p> <p>Accurate logging of incidents, referrals, and survivor updates.</p> <p>Ability to maintain professional boundaries, work within your role remit, and use supervision and reflective practice appropriately.</p> <p>Confidence coordinating with housing providers and contractors, sharing only necessary information and maintaining survivor confidentiality and safety.</p> <p>Familiarity with confidentiality and data protection protocols (e.g., GDPR).</p>	<p>Familiarity with the Domestic Abuse Act 2021 and housing rights.</p> <p>Understanding of self-harm and suicidal ideation, including risk factors, intervention strategies, and referral pathways.</p> <p>Knowledge of mental health crisis response and trauma-informed approaches to managing acute distress</p>
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Competence in using case management systems, email, and Microsoft Office.

Confidence in advocating for survivors' rights within housing, health, education, and legal systems.

Supporting survivors to regain autonomy and rebuild confidence.

Demonstrable understanding of intersectionality and its relevance to domestic abuse

Willingness to engage in regular supervision and reflective practice to improve service delivery.

Openness to feedback and commitment to continuous professional development.

Ability to maintain clear boundaries while building trust and rapport.

Essential Core Skills

Health & Safety Awareness

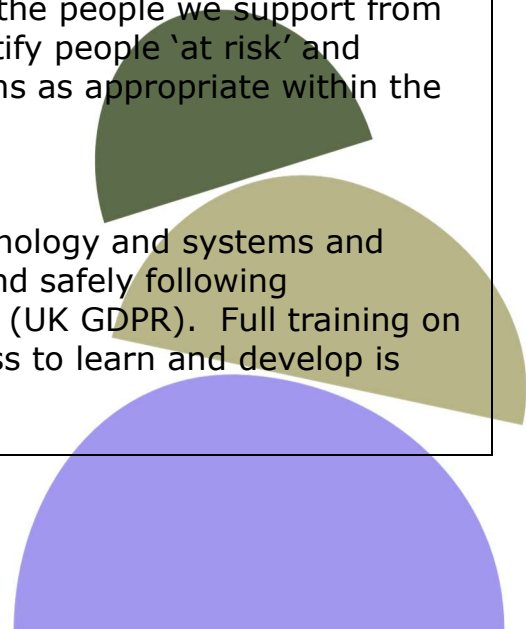
All of our employees are required to work in a safe way, wear appropriate personal protective equipment (PPE), and keep themselves, other colleagues and customers safe. You will be expected to update your knowledge and skills on Health & Safety if successful in your application.

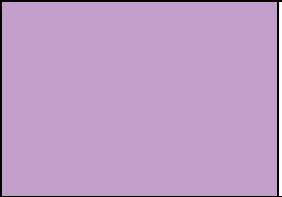
Safeguarding

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.

Digital

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.



**Equality, Diversity, and Inclusion (EDI)**

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.

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.