Job Description & Person Specification

Job Title	Sanctuary Support Worker
Responsible to	Accommodation Team Manager
Hours of Work	28 hours per week
Salary	Juno Scale Point 17
Contract	Fixed- Term March 2028
Location	Based across South Nottinghamshire (Ashfield, Broxtowe, Gedling and Rushcliffe), community-based with hybrid working as appropriate
Date Revised	September 2026

This job description may change to reflect changing requirements of the role.

Job Summary

As a Sanctuary Support Worker, you will provide trauma-informed, strengths-based support to survivors of domestic abuse who have been accepted onto the Sanctuary Scheme. The role focuses on helping survivors and their children remain safe within their own homes through safety planning, emotional support, advocacy and coordination of Sanctuary security measures.

You will support survivors from referral through to the completion of their Sanctuary intervention and provide ongoing support for up to three months following the installation of security measures. Working in partnership with local authorities, security contractors and other agencies, you will help survivors improve their safety, wellbeing and confidence.

Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

Supporting Survivors

- Manage a caseload of survivors referred to the Sanctuary Scheme.
- Complete risk and needs assessments and develop personalised safety plans.
- Provide practical and emotional support tailored to individual needs.
- Support survivors to increase their safety, confidence and independence.
- Complete exit planning and ensure survivors are connected to ongoing support where required.

Delivering the Sanctuary Service

- Attend joint visits with Sanctuary security contractors during property assessments and installations.
- Complete post-installation visits to review security measures and update safety plans.
- Provide ongoing support and risk management throughout the three-month post-installation period.

Partnership Working and Advocacy

- Advocate on behalf of survivors where appropriate and liaise with partner agencies to improve safety and outcomes.
- Signpost and refer survivors to specialist and community-based services to meet identified needs.
- Develop positive working relationships with local authorities, housing providers, police and other partner organisations

Safeguarding, Recording and Compliance

- Identify and respond appropriately to safeguarding concerns relating to adults and children.
- Maintain accurate, confidential and timely records of all support provided.
- Ensure all work is delivered in accordance with organisational policies, contractual requirements and best practice standards

Team Contribution

- Contribute to team meetings, supervision, training and service development activities.
- Maintain up-to-date knowledge of domestic abuse, safeguarding and related legislation

Values, Behaviours & Competencies

- Committed to the purpose of Juno Women's Aid, ensuring that the Survivor is at the heart of service delivery and development
- Provide the service at times and days to meet service user needs and in line with contractual requirements.
- Feminist and committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

Why Join Us?

- Make a meaningful difference to the lives of survivors and their children.
- Be part of a specialist domestic abuse service with a strong reputation for supporting survivors.
- Receive regular supervision, training and development opportunities.
- Work autonomously whilst being part of a supportive and experienced team.
- Help survivors remain safe in their own homes and communities.

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Person Specification

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience	• Experience of supporting women affected by domestic abuse or other forms of violence against women and girls. • Experience of risk assessment, safety planning and support planning. • Experience of managing a caseload and maintaining accurate records. • Experience of working in partnership with statutory and voluntary agencies. • Experience of working with vulnerable adults in a support setting.
Knowledge and Understanding	• Understanding of the dynamics and impact of domestic abuse on women and children. • Understanding of trauma-informed and survivor-centred practice. • Knowledge of risk assessment and safety planning approaches. • Knowledge of safeguarding adults and children. • Understanding of confidentiality, professional boundaries and information sharing. • Knowledge of local support services and referral pathways.
Skills and Abilities	• Ability to build effective and supportive relationships with survivors. • Ability to manage competing priorities and work independently. • Excellent written, verbal and interpersonal communication skills. • Ability to advocate effectively on behalf of survivors. • Strong organisational and record-keeping skills. • Competent in Microsoft Office and electronic case management systems. • Ability to produce accurate reports and maintain confidential records.
Education	• Women's Aid Domestic Abuse Qualification, SafeLives Training or equivalent relevant qualification is desirable.

	• Commitment to undertake relevant domestic abuse training and continuous professional development.
Personal Attributes and Circumstances	• Commitment to anti-discriminatory practice and equality. • Commitment to Juno Women's Aid values and ethos. • Ability to work flexibly and travel across Nottinghamshire. • Resilient, self-motivated and able to work effectively as part of a team. • Commitment to maintaining professional boundaries and confidentiality.
General requirements	• Enhanced DBS clearance. • Full UK driving licence and access to a vehicle insured for business use. • Ability to travel throughout South Nottinghamshire to undertake home visits and joint visits with contractors.

OTHER:

1. This post is subject to completion of a six-month probationary period.
2. Post is open to women only under the Equality Act 2010, Schedule 9, Part 1

This job description is not designed to provide an exhaustive list of tasks, and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

For Official Use only
Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by Juno Women's Aid, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date: