



YMCA CHESHIRE

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# DOMESTIC ABUSE SERVICE MANAGER

Candidate Pack  
March 2026



**YMCA**

Here for young people  
Here for communities  
Here for you

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# Welcome

Thank you for your interest in the position of Domestic Abuse Service Manager at YMCA Cheshire.

Are you passionate about supporting families to rebuild their lives after domestic abuse?

The Domestic Abuse Service Manager is responsible for the operational delivery of the Domestic Abuse Emergency, Safe & Supported Accommodation contract, commissioned by CEC, to providing safe, trauma-informed, survivor-led accommodation and support to victims of domestic abuse including children.

The Domestic Abuse Service Manager will lead a team, ensuring high-quality, person-centred support, safe housing management, and compliance with contractual, safeguarding, and regulatory requirements. The role will work closely with external partners to ensure victims are supported to remain safe, recover, and move towards longer-term housing stability.

## About You

- Experience working with survivors of domestic abuse or families
- Experience managing a team
- Strong knowledge of safeguarding and risk management
- Excellent communication and relationship-building skills
- The ability to manage challenging situations calmly and professionally
- Good IT and record-keeping skills
- A relevant qualification in domestic abuse, housing, social care, or a related field is desirable.

## What we offer

- A supportive team environment
- Regular supervision and reflective practice
- Ongoing training and development
- The opportunity to make a meaningful difference every day

If you are empathetic, proactive, and committed to helping families rebuild their lives, we would love to hear from you.

*Becky Parke*

**Becky Parke**  
DCEO



# About Us

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There has been a YMCA in Crewe since 1909, when an invitation went out in Crewe Chronicle inviting young men to meet some “jolly good fellows”!

Today the YMCA welcomes people of all ages, all genders, all faiths, all races, all back grounds.

We have an asset-based, advantaged-thinking approach to all our work; we focus on strengths and view diversity of thought, culture, experience and traits as positive assets.

We have a number of different services in Crewe.

- We believe everyone should have a **safe place to stay**. Our aim is to provide a wide range of housing options to those who have experienced homelessness, designed to suit their individual needs. We have a variety of accommodation at our projects on Gresty Road and Valley Brook, as well as some flats and houses in the local community.
- We work with **young people** who arrive in the UK unaccompanied and seeking asylum; this team also works with young people who are leaving the care system.
- We have a growing number of services in Crewe for **children and families**, including After School Clubs, Drop Ins for parents and carers and holiday villages.
- We offer **mental health first aid** training to staff and volunteers.
- Our services are supported by our **three social enterprises**, the GLO Café, GLO Hub and GLO Maintenance.



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## Our Values

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We believe that everyone has unique potential and skills to be explored and developed.  
*We will embed this belief in our work with service users, staff and volunteers.*

We believe that a 'can do' approach is critical for facilitating change in people's lives.  
*We will foster and nurture this attitude in our work with service users, staff and volunteers.*

We believe in the Christian basis and mission of the YMCA.  
*We will seek to exemplify and embed Christian ethos in our organisational practice in all we do.*

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## Our Vision

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Better lives and better futures for individuals and communities

- by beginning the end of the homeless experience, one person at a time
- by working with the talents of people making transitions to independence
- by engaging and supporting children and families and staying connected in the places they live

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## Our Mission

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YMCA Cheshire is a Christian charity that responds to local need by creatively investing in the lives of individuals and the community through all our projects, including housing, learning, family support and working with children.

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## Our Faith

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Our faith underpins all our work and motivates us to sustain a Christian mission than is socially active.

# Working at YMCA Cheshire

YMCA Cheshire currently has about 100 staff, 30 volunteers and 7 trustees.

We are an organisation that embraces a culture where our Christian based core values are at the heart of all we do.

We are committed to creating a workplace where all employees are given the opportunity to reach their full potential, feel valued and work effectively to achieve our goals.

We aspire to establish a workforce which reflects the diversity of the wider community.

We have a comprehensive health and wellbeing programme to support a healthy mind, body and spirit.

The programme includes:



Full Training Package



Employee Assistance Programme



Conference Opportunities



Cafe with 20% Discount



Staff Room Refreshments



Onsite Gym



Flexible Working Policy



Long Service Vouchers



Away Days



Staff Meetings to Share Good News



Group Life Cover



Health Cash back plan

# Job Description (Page 1)

## Job Purpose

- The Domestic Abuse Service Manager is responsible for the operational delivery of the Domestic Abuse Emergency, Safe & Supported Accommodation contract, commissioned by CEC, to providing safe, trauma-informed, survivor-led accommodation and support to victims of domestic abuse including children.
- The Domestic Abuse Service Manager will lead a team, ensuring high-quality, person-centred support, safe housing management, and compliance with contractual, safeguarding, and regulatory requirements. The role will work closely with external partners to ensure victims are supported to remain safe, recover, and move towards longer-term housing stability.

## Main Duties

### Staff Management and Supervision

- Line manage a team, providing regular staff supervision, case oversight, and performance management.
- Ensure staff receive appropriate induction, training, and ongoing development relevant to domestic abuse, housing, and safeguarding practice.
- Promote staff wellbeing, reflective practice, and a positive team culture.
- Manage rotas, absence, and workload distribution to ensure consistent service coverage.
- Oversee caseload allocation, ensuring capacity is managed effectively.
- Lead a weekly team meeting.
- Ensure Policies and Procedures are followed.
- Attend Managers' monthly Reflective Practice meetings.

### Referrals and Void Management

- Liaise with CEC Housing Team regarding referrals, ensuring at least 50% of referrals from CE and 80% of placements are made from the Single Point of Access (SPA) system, keeping accurate and up-to-date records.
- Ensuring interviews are scheduled at the earliest opportunity.
- Ensure a comprehensive Risk and Needs Assessment has been carried out, ensuring that the views of service users and key professionals are taken into account.
- Oversee all accommodation placements, matching appropriately and minimising voids.
- Oversee all tenancy sign-ups, making clear the terms and conditions of the tenancy agreement and service user rights and responsibilities.
- Liaise with the Properties Manager to ensure properties are turned around as soon as possible to minimise voids.

# Job Description (Page 2)

## Service Delivery

- Ensure accommodation standards, health and safety, and property management requirements are consistently met.
- Ensuring the service is delivered in line with contract specifications, KPI's and organisational Policies and Procedures.
- Ensure there is meaningful consultation with service users, support and encourage feedback and complaints from service users and ensure these are acted upon, empowering the voices of service users to shape service delivery.
- Ensure that support plans are co-produced with service users, and any agencies involved, if appropriate, and that support sessions and reviews are being carried out by the team within agreed timescales.
- Ensure that there is a step-down approach with a focus on independence and move on.
- Ensure appropriate response to the needs of service users presenting in a crisis.

## Tenancy Sustainment

- Follow up on service user issues e.g., non-payment of rent, condition of property, ASB using restorative practices and to agreed procedures.
- Liaise with Client Finance Manager regarding rent and welfare benefit issues to ensure residents maximise their income and meet their financial obligations.
- Manage a process of warnings and behavioural agreements where appropriate.
- Liaise with the Senior Housing and Support Manager regarding evictions and refusals to service and notify the Council re evictions

## Partnership Working

- Build and maintain positive and effective relationships with external partners such as local authorities, domestic abuse services, police, health services, and children's services.
- Represent the service at multi-agency meetings, steering groups, regional and national meetings where appropriate.
- Build and maintain relationships with the neighbours of our properties.

## Reporting, Performance Monitoring & Admin

- Complete a quarterly Performance Management Framework (PMF) for each service.
- Attend quarterly contract monitoring meetings.
- Provide operational reports and updates to the Head of Housing.
- Produce quarterly case stories on service user outcomes.
- Identify and raise operational risks and issues early, proposing practical solutions and improvements.
- Monitor key performance indicators and service outcomes, ensuring accurate and timely data collection.
- Ensure the expectations of funding bodies are met.
- Contribute to the development and review of service procedures to reflect best practice in domestic abuse and housing support.

# Job Description (Page 3)

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## Reporting, Performance Monitoring & Admin cont...

- Ensure staff are using our CRS system (In-Form), inputting relevant information and data and carry out internal audits/ quality checks of paperwork and interactions.
- Driving continuous service improvement using insight, data, and service-user feedback.
- Liaise with the Head of Housing/ Head of Finance over budget and monitor service spending.

## On call

- Participate in on-call rota, responding to emergency response arrangements where required.

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## Other Duties & Responsibilities

- Be fully versed with safeguarding to protect each individual from harm in accordance with current safeguarding legislation.
- Ensure equality and diversity is embedded within service delivery
- Work according to the policies and procedures of YMCA Cheshire at all times
- Actively participate in the supervision and training process to develop better services and continuous personal development
- Undertake such other duties as may be reasonably be required
- Understand, embrace and promote the values of the Association, i.e.

### **We believe that each person has unique potential and skills to be explored and developed.**

We will embed this belief in our work with service users, staff and volunteers.

### **We believe that a 'can do' approach is critical for facilitating change in the lives of service users.**

We will foster and nurture this attitude in our work with service users, staff and volunteers

### **We believe in the Christian basis and mission of the YMCA.**

We will seek to exemplify and embed Christian ethos in our organisational practice in all we do

# Person Specification

## Essential:

- Experience of managing budgets and funding contracts.
- Experience of reporting against KPIs and outcomes for commissioners.
- Experience of working with victims/ survivors of domestic abuse, working with families, homelessness services, or a related field.
- An enthusiasm for seeing people thrive.
- Excellent communication and interpersonal skills, with the ability to build positive relationships with service users, supporting people to develop their personal strengths.
- An empathetic/compassionate and non-judgmental approach to supporting individuals from diverse backgrounds.
- Experience of developing partnerships and working collaboratively with other professionals e.g., Children' Social Care, Schools and Colleges, Police, Health.
- Willingness to reflect on own practice, embrace constructive feedback.
- Strong commitment to maintaining confidentiality and professional boundaries.
- Resilient and adaptable, strong problem-solving skills and the ability to manage challenging situations.
- Knowledge and understanding of abuse, risk management and safeguarding principles and procedures for vulnerable adults and children.
- Knowledge and understanding of equality, diversity, and inclusion in service provision.
- Competent in using IT systems, including Microsoft Office, Teams, and case management databases.

## Desirable:

- Female
- Significant experience working within domestic abuse/VAWG (Violence Against Women and Girls) services.
- Experience managing frontline services, including refuge and/or community-based support.
- A relevant qualification in housing, social work, health and social care, or a related field.
- Knowledge of Domestic Abuse, Restorative Practice, Psychological and/or trauma-informed practice.
- Effective conflict resolution and problem-solving skills.
- Ability to work under pressure and manage competing priorities.
- Experience managing staff teams, including supervision, performance management, and case oversight.
- Experience working within a multi-agency framework (e.g., MARAC, safeguarding boards, housing, police, social care).
- Full, clean UK driving licence and access to a vehicle for work purposes.

# Key Employment Terms

- 40 hours per week, 5 days, 9 am to 5 pm.
- Salary £41,000
- Permanent contract
- Responsible to Head of Housing Support
- Company sick pay
- Pension contribution
- 4 x Life Assurance
- Health Assured Employee Assistance Programme
- Health Cash Back Plan

YMCA Cheshire is committed to the active promotion of equal opportunity, both in the provision of services and as an employer of paid and unpaid workers.

YMCA Cheshire is committed to safeguarding and promoting the welfare of children, young people and vulnerable adults and expects all staff and volunteers to share this commitment.

Any offer of employment will be subject to satisfactory references and Enhanced DBS check.

## How To Apply

- The closing date for applications is 9.00 am on Friday 20th March 2026
- These should be submitted by our website YMCA Cheshire vacancies <https://ymcacheshire.org.uk/ymca-vacancies/>
- Shortlisted candidates will be interviewed week commencing 23<sup>rd</sup> March 2026

