



CANDIDATE PACK



EAST SURREY DOMESTIC ABUSE SERVICES

East Surrey Domestic Abuse Services (ESDAS) is an independent charity providing specialist Outreach Services, Independent Domestic Violence Advisor support, counselling, a holistic programme of group work and other associated services to survivors of domestic abuse and their children in the borough of Reigate & Banstead and the districts of Mole Valley and Tandridge.

Our charity was created in partnership with survivors and the local community in response to the injustice many adult and child survivors experienced particularly in having to flee their homes to escape abuse and therefore losing their support networks.

ESDAS takes a strengths-based, needs-led, trauma-informed approach for supporting survivors to build resilience and foster independence. Many of our staff, volunteers and trustee team are experts by experience and all are driven by the belief that abuse is not and should not be accepted as inevitable.

Founded in 1993, ESDAS has a proven track record of delivering high quality life-saving services to survivors and our work has achieved both local and national recognition including:

- **2022** Women's Aid Federation England National Quality Standards Stage 1 accreditation
- **2019** Winners of the Glaxo Smith-Kline IMPACT Award
- **2019** ESDAS Chief Executive Officer awarded an MBE for her services to survivors of domestic abuse
- **2017** National pilot for Women's Aid "Change That Lasts" programme
- **2016** Chosen as key partner in a national "Transforming Women's Justice" project to address the systemic criminalisation of women
- **2014** Appointed Lead Provider of a partnership of specialist domestic abuse charities across Surrey
- **2005** Awarded the Queens Award for Voluntary Service in the Community, the highest award granted to voluntary organisations

Survivor comments:

“Thank you so much you have given me so much knowledge, strength and support. This is the start of a new way of thinking and living my life”

“I just wanted to tell you how grateful I am to have had you put in my path. I know this is your job, but I do feel you go above and beyond for me. You will always be an angel in my eyes. I’ll never be able to express how much you helped me and continue to do so”.

“It was mental torture but ESDAS never gave up on me and gave me emotional support offering genuine encouragement, reassurance and compassion”



The ESDAS promise:

- We believe everyone has a right to live without fear and free from abuse and violence
- We will challenge injustice and discrimination
- We will challenge misconceptions, stigma and stereotypes around domestic abuse
- We will help to empower individuals to have a voice and reach their full potential
- We will respect and value and individual’s right to make choices and decisions
- We will work with integrity, honesty and respect
- We will strive to be innovate and pro-active to take opportunities to meet individual needs in a challenging world
- We will create and take advantage of opportunities to raise awareness of domestic abuse and promote healthy relationships
- We will actively promote equality and diversity

WHO WE ARE LOOKING FOR

Are you passionate about ending domestic abuse and social injustice? Can you help ESDAS not only to sustain its current life-saving services but also to thrive in a challenging world?

We are looking for committed individuals who want to play their part in ending the social injustice of domestic abuse and violence.

Our ambition is to work together to promote a more inclusive environment and we want our staff to be reflective of the community we serve. We encourage applications from women of all backgrounds and communities and are committed to having a team that is diverse in terms of skills, experiences, and abilities. We particularly encourage applications from disabled and Black, Asian and Minority ethnic women as these groups are currently underrepresented in our organisation.

PLEASE NOTE: These posts are restricted to female applicants in accordance with Schedule 9 (part 1) of the Equality Act 2010

HOW TO APPLY

Please send **both**:

- your CV
- a Covering Letter outlining your interest in ESDAS and how your skills and experience match the Job Description and Person Specification below

to support@esdas.org.uk stating clearly which vacancy you are applying for.

If you have any questions or would like to arrange an informal conversation with our Services Manager, please contact support@esdas.org.uk

We have several vacancies for Domestic Outreach roles open at the moment. But, please apply as soon as possible because we may close them at short notice.

JOB DESCRIPTION

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| POST TITLE | Domestic Abuse Outreach Worker |
| HOURS | 35 hours per week |
| SALARY | Between £24,000 - £25,000 per annum (dependent upon experience) |
| DURATION | 18 month fixed term post, with the possibility of becoming a permanent position after 18 months |
| REPORTS TO | Services Manager |
| LOCATION | Redhill, Surrey |
| HOLIDAY & PENSION | 20 days holiday per annum plus paid Bank Holidays, increasing with each full year of service up to 30 days and option of enrolment in pension scheme |

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1. ACCOUNTABILITY

The postholder is accountable to ESDAS's Management Committee and will be supervised by the Services Manager.

2. KEY AREAS OF RESPONSIBILITY

- To offer a domestic abuse outreach service to all members of the communities within the designated operational area of ESDAS.
- To encourage multi-agency and joint working in response to domestic abuse and raise the profile of ESDAS with statutory and voluntary agencies based in our operational area. This will include partnership working with the police.
- To encourage survivor participation in all aspects of ESDAS

3. DIRECT WORK WITH CLIENTS AND THEIR CHILDREN

- Providing skilled practical help, advice and emotional support to enable clients to reach an informed decision regarding their future.
- Enabling and encouraging clients to take advantage of all services relevant to resolving their problems such as legal advice, housing and benefits rights, education, medical treatment, counselling etc. Assist clients in gaining access to existing services or professionals who can provide appropriately skilled help.
- Understanding risk and safeguarding issues and acting appropriately in relation to risk at all times.

- Assessing risk for example to children and the statutory implications of this and involve other agencies as appropriate.
- Providing advice and information to other agencies/organisations and individuals who may be working with survivors.
- Being mindful at all times of the personal safety of clients and yourself.
- Working within national, county and ESDAS guidelines, particularly in relation to good practice.
- Reducing client's isolation and encouraging them back into the community.
- Encouraging clients to make use of the range of services offered by ESDAS including support groups and counselling, as appropriate to their needs.
- Liaising with other organisations and agencies where there is a joint or multiple approach to a client

4. GENERAL

- Maintain relevant records on clients and ensure such records are kept up to date. Be aware of the requirements of the Data Protection Act.
- Undertake such general office duties as your position requires.
- Maintain such statistical information as may be required by ESDAS and in the prescribed format.
- Participate in updating ESDAS's information and resources, and in particular keep abreast of legislation and policy which have a bearing on your clients' needs.
- Disseminate information to other employees, agencies and ESDAS members at meetings.
- Submit a monthly report to the Services Manager and Office Assistant by the 10th of the month in the prescribed format.
- Participate in producing an Annual Report, Annual Review and project planning.
- Attend meetings of ESDAS, and any other meetings, which are considered to be in the interests of the organisation and your position. Such undertakings to be decided in consultation with the Chief Executive Officer, Services Manager or Management Committee.
- Assess the effectiveness of our service from the user perspective; together with the response clients receive from other agencies with whom they have contact.
- To be willing to deliver training to other agencies and organisations.
- To carry out any other duties which are relevant to the post, as agreed from time to time by the Management Committee, Chief Executive Officer, Services Manager, and yourself.

PERSON SPECIFICATION

ESSENTIAL SKILLS / EXPERIENCE:

- To be able to work with integrity, honesty, kindness and compassion.
- A good standard of general education
- To hold knowledge of working with survivors of domestic abuse, or other disadvantaged or marginalised groups.
- An understanding of the importance of risk identification, assessment and management within domestic abuse.
- Highly skilled in making sound judgements in crisis and difficult situations
- An ability to look after yourself and others in the team reflecting a high level of resilience and self-awareness as well as ability to implement self-care when needed
- Ability to work in a flexible and responsive manner whilst prioritising work in a busy environment
- Excellent communication skills and the ability to work in a confidential manner with excellent negotiation and advisory skills, both written and verbal.
- Be able to work effectively and diplomatically with a range of different statutory agencies, voluntary organisations, groups and individuals.
- The ability to listen, to communicate and to be non-judgmental.
- The ability to work on own initiative, but equally as part of a team.
- To demonstrate a commitment to equal opportunities, anti-racist practice and the philosophy of making services available to all sections of the community.
- A clean driving license and access to suitable transport
- To be willing to attend training courses and able to occasionally work flexible hours

DESIRABLE:

- A Safe Lives IDVA, Women's Aid DAPA qualification, relevant degree or demonstratable equivalent experience of a vocational qualification (for example, mental health first aid / suicide prevention training
- Some knowledge of welfare rights, housing law, or family law
- Knowledge of safeguarding adults and children policy and practice

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