



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:

- **2025** Reaccredited Full Women's Aid Federation England National Quality Standards.
- **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 innovative 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

We are a proud member of the Employers Domestic Abuse Covenant and encourage applications from a diverse range of applicants and welcome applications from those with lived experience who have been free from abuse for at least a year.

HOW TO APPLY

Please complete application form and return to support@esdas.org.uk stating clearly which vacancy you are applying for.

You must be able to commute reliably to our Redhill office.

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 open at the moment so please apply as soon as possible because we may close them at short notice when we have filled them.

JOB DESCRIPTION

POST TITLE	Bridge the Gap Trauma-Informed Outreach Worker
HOURS	35 hours per week
SALARY	Between £29,000 - £31,000 per annum (dependent upon experience)
DURATION	12-month fixed term post, with the possibility of becoming a permanent position after 12 months.
REPORTS TO	Services Manager
LOCATION	Based in Redhill, Surrey, with outreach across East Surrey
HOLIDAY & PENSION	25 days holiday per annum plus paid Bank Holidays, increasing after 5 years up to 30 days and option of enrolment in pension scheme.
BENEFITS	One additional paid day off each year for your Birthday. One additional paid wellbeing day off. Option to have a flu vaccination Monthly clinical supervision Access to sage benefits package after completion of probation; this includes access to an on-demand GP, counselling helpline, legal helpline and retail discounts.

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ROLE SUMMARY

This role forms part of the Changing Futures Bridge the Gap commissioned project, funded by the Department for Levelling Up, Housing and Communities and the National Lottery, and commissioned by Surrey County Council. The role provides flexible, trauma-informed outreach support to people coping with multiple disadvantage, with an element of crisis response requiring flexibility between 8am and 8pm and occasional weekend working.

1. ACCOUNTABILITY

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

The post holder will work as part of the Changing Futures Bridge the Gap Trauma-Informed Outreach team, delivering flexible outreach support to people experiencing multiple disadvantage across East Surrey.

2. KEY AREAS OF RESPONSIBILITY

- To provide flexible, trauma-informed assertive outreach support to a small caseload of Bridge the Gap clients experiencing multiple disadvantage.
- To support collaborative multi-agency working with Bridge the Gap alliance partners and other statutory and voluntary services, including housing, health, social care, mental health, substance use and domestic abuse services.
- To represent ESDAS within the Bridge the Gap model, contributing to alliance meetings, evaluation feedback and the development of effective service responses.
- To provide advocacy that supports clients to develop their own narrative, identify priorities and work towards their goals through a trauma-informed, holistic and harm-reduction approach.

3. DIRECT WORK WITH CLIENTS AND THEIR CHILDREN

- Providing skilled practical help, advocacy and emotional support to enable clients to make informed choices and develop personalised support plans.
- Supporting clients to access relevant services, including housing, benefits, health, mental health, substance use, counselling and domestic abuse support, using a Team Around the Person approach where appropriate.
- Understanding risk and safeguarding issues and always acting appropriately in relation to risk.
- Providing assertive engagement, motivation to change and harm-reduction advice to clients with complex needs.
- Assessing risk for example to children and the statutory implications of this and involve other agencies as appropriate.
- Conducting ongoing risk assessments based on client needs and presenting behaviour, and adapting outreach approaches accordingly.
- Providing advice and information to other agencies/organisations and individuals who may be working with survivors.

- Attending professional and Team Around the Person meetings relating to Bridge the Gap clients and referrals as required.
- 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 accurate and up-to-date records, including written assessments, support plans and wheel assessments using the ECINS record system, in line with data protection requirements.
- Undertake such general office duties as your position requires.
- Participate in monthly team meetings to discuss case complexity, share learning and support reflective practice and self-care.
- Engage with supervision and appraisal processes to support wellbeing, professional development and effective delivery of the service.
- 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.
- Participate in producing an Annual Report, Annual Review and project planning.
- Attend meetings of ESDAS, and any other meetings, which are 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.
- Previous experience in an outreach support role, including lone working, risk assessment and safeguarding.
- Experience of working with complex needs in the community, including homelessness, substance use and mental health.
- 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 SafeLives 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

This post is subject to a Disclosure and Barring Service check in line with the Rehabilitation of Offenders Act 1974 (Exceptions) Order 1975.

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