esdas

working together towards a brighter future

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:

- **2026** ESDAS film awarded Bronze at the Smiley Charity Film Awards
- **2025** Reaccredited by 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 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 complete the application form with 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	Short term outreach and assessment worker
HOURS	25 - 35 hours per week
SALARY	Between £24,000 - £26,000 FTE 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	25 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. Additional one day a year paid leave for Birthday and one paid day for wellbeing. Access to sage employee benefits after probation.

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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 act as first point of contact for all new referrals into ESDAS. You will triage all referrals, responding to professionals and clients within 48hrs
- To carry out initial risk and needs assessments and safety plan with survivors of domestic abuse and reallocate cases to the outreach team as appropriate.
- To monitor the recovery and therapeutic case loads and ensure survivors are provided with follow up support after completing group or counselling work.
- To support the outreach team leader with monitoring the case management system.
- To attend emergency meetings when a domestic abuse specialist is needed
- To cover caseloads for the outreach team in respect of sickness and annual leave.

- 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 including future policy, practice and services.

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 through signposting to other agencies or by referral internally to the ESDAS Domestic Abuse Outreach team
- 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.
- 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.
- 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.
- 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 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.
- Good computer skills and telephone skills
- Able to commute reliably to our Redhill Office
- 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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