

Assistant Domestic Abuse Practitioner (Evenings - 4 on 4 off Rota)

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Company: Glow

Location: Stoke-on-Trent

Category: office-and-administrative-support

As an Assistant Domestic Abuse Practitioner at our Stoke-on-Trent refuge, you'll be the first point of contact for customers, external enquiries, referrals and admissions. You'll work with the team in refuge to support customers and their children, making sure they remain safe and well.

This role is an average of 14 hours per week. You'll work 4.15pm – 8.15pm on a four on, four off, rota basis.

Job requirements

Make sure customers feel welcome when they arrive at refuge and are aware of the support they can access.

Manage referrals, carry out any necessary risk assessments and assign accommodation based on customer needs.

Visit customers to complete safe and well checks.

Make sure the safe accommodation service is secure and all health and safety standards are met.

Respond to any issues or emergencies to help both female and male customers.

What we're looking for

Someone who is happy to work alone and comfortable during complex situations.

Someone with a genuine understanding of relationship abuse and the impact it has on victims.

Someone with great communication skills, who can build a rapport with customers.

A flexible and adaptable approach to meet the needs of the customer and service.

Great time management and the ability to prioritise high risk cases.

Full UK driving licence and use of your own vehicle for work.

An enhanced DBS check.

Be a catalyst for change and help us impact the way our region addresses abusive relationships.

We will be interviewing as we go so may close the vacancy early if we find the right person.

#DomesticAbuse #RelationshipAbuse #Stoke #StokeonTrent #JobsThatGiveBack

#Practitioner #AssistantDomesticAbusePractitioner #GreatBenefits #Refuge

#SafeAccommodation

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