



YMCA CHESHIRE

DOMESTIC ABUSE FAMILY PRACTITIONER

Candidate Pack
February 2026



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Welcome

Thank you for your interest in the position of Domestic Abuse Family Practitioner at YMCA Cheshire.

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

We are seeking a compassionate, resilient, and motivated Domestic Abuse Family Practitioner to provide trauma-informed, person-centred support to families and individuals living in safe, self-contained accommodation across Cheshire East.

This is a frontline role where you will work directly with adults and children who have experienced domestic abuse, helping them to stabilise, recover, and move towards independent living.

About the Role

You will:

- Deliver tailored support plans focused on safety, independence, wellbeing and resettlement
- Complete risk assessments and safety planning
- Support parents to re-establish stability and positive routines
- Work closely with Children's Social Care, schools, health services, police and other partners

This is a varied and rewarding role requiring strong professional boundaries, emotional resilience, and a commitment to empowering families to thrive.

About You

- Experience supporting survivors of domestic abuse or families
- 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
DCEO



About Us

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.



Our Values

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.

Our Vision

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

Our Mission

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.

Our Faith

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



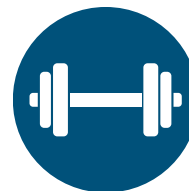
Conference Opportunities



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

- To provide person-centred, trauma informed support to families and single individuals who have experienced domestic abuse. The role will support families and individuals living in self-contained accommodation across Cheshire East.

Main Duties

Support and Case Management

- Using a Person-Centred, Trauma Informed approach, build and maintain effective professional relationships to support adults and children who have experienced domestic abuse.
- Complete comprehensive assessments of risk, need, and safety planning and ensure that the views of service users and key professionals are taken into account.
- Develop and implement individualised support plans in collaboration with each family/individual, focused on safety, independent living skills and tenancy readiness, employment, health and well-being and resettlement.
- Support parents to establish stability, routines, and safe parenting practices following domestic abuse.
- Make referrals to appropriate statutory and specialist services, including providing support to children, recognising the impact of trauma and disruption.
- Offer practical support where necessary to help individuals maintain their tenancy and achieve independence e.g., attend appointments, Family Court and Criminal Justice Systems.
- Support with Immigration or legal issues (where applicable).
- Conduct regular (6 weekly), reviews of assessments and plans, including completion of outcome Stars and celebrate achievements and progress.
- Signpost to voluntary/community/faith sector services and to access local cultural and leisure activities.
- Support service users to maximise their income, such as Housing Benefit, Universal Credit, Personal Independence Payments, Attendance Allowance, Fuel Vouchers and Discretionary Housing Payments.
- Promote personal development opportunities such as volunteering, training, education and employment pathways.
- Ensure each service users have a robust resettlement plan, including addressing barriers to housing, support them to register and bid on Cheshire Home choice and build relationships with other supported housing providers, landlords and letting agents to move service users on.
- Network and build relationships with partners such as such as Children's Social Care, Schools, NHS, Police, Criminal Justice System, and ensure a multi-agency approach to share information and coordinate support.
- Attend and contribute to multi-agency meetings as required (e.g. safeguarding, MARAC, case reviews).
- Advocate on behalf of service users to ensure access to appropriate services and fair treatment.

Job Description (Page 2)

Support and Case Management cont...

- Ensure that the views, concerns, and ideas of service users (including children) are actively sought and acted upon through a variety of methods e.g., resident's meetings, surveys and 1-1 feedback.
- Respond to the needs of service users prevention in a crisis.
- Ensure a step-down approach to support, to promote empowerment and independence.
- Consider cultural, language and religious needs.
- Deliver group sessions with service users e.g., cooking and art and craft.
- Participate in regular supervision, team meetings, and reflective practice sessions

Health and Safety

- Ensure each individual/ family is inducted into the accommodation thoroughly covering all aspects of Health and Safety.
- Carry out regular property checks and health and safety checks.
- Report any property maintenance issues and repairs in a timely manner and liaise with the property maintenance team as required.
- Follow up service user issues (e.g., property condition, rule breaking) using restorative practices and to agreed procedures.
- Address anti-social behaviour and neighbour disputes in line with organisational procedures.

Rent

- Liaise with the Housing Benefit Assistant and Housing Benefit Manager to ensure Housing Benefit claims are submitted and processed efficiently.
- Liaise with the Housing Benefit Assistant and Housing Benefit Manager to collect and record all rent/service charge payments, monitor and deal with non-payment
- Support residents with budgeting/ financial planning where necessary

Referrals and Void management

- Assist the Service Manager with accommodation referrals via the Single Point of Access (SPA) system, and out of area/ direct referrals – scheduling interviews in a timely manner and keeping accurate and up to date records on the SPA.
- Assist the Service Manager in assessing individuals for accommodation using the association's interview processes.
- Ensure an interview is undertaken which makes clear the terms and conditions of the Licence agreement and resident rights and responsibilities.
- Assist in property/ room turnovers when necessary, ensuring rooms are cleaned and prepared for new service users at the earliest opportunity.

Job Description (Page 3)

Communication and Administration

- Maintain confidential, accurate and efficient records and case notes on our CRM system (Inform).
- Record incidents, events, and relevant information using the CRM system (Inform), particularly serious incident and safeguarding reporting.
- Provide information e.g., on outcomes and case stories to the Service Manager or Head of Service when requested.

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.

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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 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.
- Ability to value differences in team members and work together effectively.
- 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.
- Strong record keeping and organisational skills.
- Competent in using IT systems, including Microsoft Office, Teams, and case management databases.

Desirable:

- Female
- 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.
- Group facilitation skills or qualification.
- Knowledge of welfare benefits, housing legislation, and local authority procedures.
- 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. Weekend work: 1 in 6 weekends, 11 am-7 pm
- Salary £32,318
- Permanent contract
- Responsible to Domestic Abuse Service Manager
- 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 Thursday 12th 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 16th March 2026

