



YMCA CHESHIRE

DOMESTIC ABUSE HOUSING PRACTITIONER

Candidate Pack
February 2026



Table of Contents

Welcome	3
About Us	4
Working at YMCA Cheshire	5
Job Description	7
Person Specification	10
Key Employment Terms	11
How to Apply	11

Welcome

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

YMCA Cheshire, provides supported accommodation and specialist services for victims and survivors of domestic abuse, including individuals with complex needs. Our approach is person-centred, trauma informed, and focused on long-term recovery and independence. Service: 7-bed supported accommodation for single female victims/ survivors of domestic abuse, including individuals with complex needs.

The Role

We are seeking a compassionate and skilled Domestic Abuse Housing Practitioner to deliver high-quality, person-centred support alongside effective housing management. This is a rewarding and challenging role in which you will work closely with residents to help them stabilise, rebuild confidence, and develop the skills needed for independent living.

About You

We are looking for someone who:

- Has experience supporting survivors of domestic abuse or individuals with complex needs
- Understands trauma-informed practice and safeguarding principles
- Is confident managing risk and working with high-risk cases
- Can build professional, trusting relationships while maintaining boundaries
- Is resilient, organised, and able to manage competing priorities

Why Join Us?

At YMCA Cheshire, you'll be part of a dedicated team making a life-changing difference for women rebuilding their lives after abuse. You will have the opportunity to work in a supportive environment where your expertise, compassion, and professionalism truly matter.

If you are empathetic, proactive, and committed to helping families rebuild their lives, we would love to hear from you.

Becky Parke

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



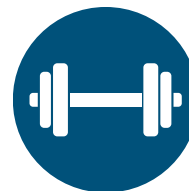
Conference Opportunities



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 single female victims/ survivors of domestic abuse, many of whom present with 'complex needs' including substance misuse, poor mental health, and high levels of risk. The role combines practical housing management responsibilities with person-centred and trauma informed support to promote safety, recovery, and move-on into longer-term accommodation.

Main Duties

Support and Case Management

- Using a Person-Centred, Trauma Informed approach, build and maintain effective professional relationships to support individuals 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 individual, focused on safety, independent living skills and tenancy readiness, employment, health and well-being and resettlement.
- Support residents to address complex needs, including:
 - Drug and alcohol misuse
 - Mental health difficulties
 - Offending
 - Emotional regulation and trauma responses
 - Social isolation
- Conduct regular (6 weekly), reviews of assessments and plans, including completion of outcome Stars and celebrate achievements and progress.
- Make referrals to appropriate statutory and specialist services
- Signpost to voluntary/community/faith sector services and to access local cultural and leisure activities.
- Offer practical support where necessary to help individuals maintain their tenancy and achieve independence e.g. cleaning, cooking, attend appointments, Family Court and Criminal Justice Systems.
- 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 the Local Authority, 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).

Job Description (Page 2)

Support and Case Management cont...

- Advocate on behalf of service users to ensure access to appropriate services and fair treatment.
- Ensure that the views, concerns, and ideas of service users 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 residents e.g., cooking and art and craft.
- Participate in regular supervision, team meetings, and reflective practice sessions.

Health and Safety

- Ensure each new person is inducted into the accommodation thoroughly covering all aspects of Health and Safety.
- Carry out regular room 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., room condition, rule breaking) using restorative practices and to agreed procedures.
- Address anti-social behaviour and neighbour disputes in line with organisational procedures.
- Be constantly vigilant regarding security in the building, including Visitors Policy.
- Undertake cleaning duties as and when necessary.

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.

Job Description (Page 3)

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 room turnovers when necessary, ensuring rooms are cleaned and prepared for new service users at the earliest opportunity.

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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Person Specification

Essential:

- Experience of working with victims/ survivors of domestic abuse, homelessness services, or a related field.
- Experience of working with people with complex needs including challenging behaviour, substance misuse, mental health issues and/or criminal offending backgrounds.
- 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.
- 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, 8 am to 4 pm. No weekend work
- Salary £31,193
- 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

