



TDAS

Recruitment Pack

Victim Voice Facilitator

Welcome

We are thrilled you are considering our organisation.

Hello! I'm Sam, CEO of TDAS (Trafford Domestic Abuse Services), and I'm thrilled that you're considering joining our amazing team. Since 1990, our local charity has been a beacon of hope for those affected by domestic abuse in our community. We support over 2000 adults and children every year, offering a range of services including intervention and prevention programs, accommodation, group support, a support line, community outreach, and training and educational awareness.

Our mission is grounded in five core values that guide everything we do:

Openness: We believe in transparency and honesty in all our actions and communications. This value fosters a culture of trust and inclusivity, ensuring that every voice is heard and respected.

Empowerment: Our work is centred on empowering individuals to reclaim their lives and regain their sense of self-worth. We provide the tools, resources, and support necessary for personal growth and healing.

Person-Centred: We recognise that every person's experience with domestic abuse is unique. Our approach is tailored to meet the specific needs of each individual, ensuring compassionate and personalised care.

Collaboration: We know that our impact is greater when we work together. By partnering with other organisations, communities, and stakeholders, we create a stronger network of support and advocacy.

Innovation: We are committed to continually evolving and improving our services. By embracing new ideas and approaches, we strive to provide the most effective support for those we serve.

At TDAS, we also prioritise the well-being and support of our staff. We believe that a healthy, motivated team is essential to delivering the best possible outcomes for our service users. We offer a supportive work environment that encourages both personal and professional development and a healthy work-life balance, recognising that our staff's growth and satisfaction are integral to the success of our mission

These values—openness, empowerment, person-centred care, collaboration, and innovation—are not just for our service users but also reflect the ethos of our team. If you feel that your values align with ours, this could be the perfect place for you.

We look forward to receiving your application and hopefully welcoming you to our team.



About Us

Trafford Domestic Abuse Services (TDAS) is an independent specialist agency working in Trafford and Salford delivering services to adults and children who have experienced domestic abuse. TDAS is a specialist charity providing services to adults and children and young people experiencing or have experienced domestic abuse. We provide both prevention and intervention services and raise awareness of domestic abuse through training, workshops and public forums.

Our Mission Statement:

'To enable people to break free from domestic abuse'.

This is achieved by meeting the following objectives:

1. The provision of safe and supportive spaces and temporary accommodation for women and children who have or who are experiencing domestic abuse.
2. The provision of community support services to those who have experienced domestic abuse
3. To advance the education of the public and those who work in partnership with the public, private, voluntary, community and social enterprise. in issues relating to domestic abuse including its nature, impact and causes.

TDAS Values:

Openness: TDAS create an open culture, provide transparent reporting, good fundraising and governance.

Person Centred: TDAS provide coordinated, personalized and enabling services to everyone

Innovative: TDAS introduce new ideas, are creative and forward thinking

Collaborative: TDAS work in partnership with key stakeholders to enable individuals to achieve a defined and common purpose

Empowering: TDAS empower our service users to become stronger, more confident, being aware of their rights and privileges and live a more meaningful and fulfilling life.



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What our clients & partners say about us



“TDAS is a special charity that makes a very powerful and positive impact on society”

Volunteer

“I can't believe that I let it get so bad but TDAS was my saving grace. For that, I will be eternally grateful.”

Client

“TDAS is a great organisation to volunteer for. They are without a doubt a ‘go-getting’ organisation that really let their volunteers get involved.”

Volunteer

“TDAS is an amazing charity where you know every penny you donate goes to making peoples’ lives better.”

Donor

“When I walked into the refuge I didn't know who I was; I didn't have control of my own mind, it had been run by my ex-partner for so long. My daughter and I were finally safe, TDAS gave me my life back!”

Client

Highly supportive of staff, values & ethos are actively carried out, welcoming & community focussed (both staff & wider community), compassionate & caring, goes above & beyond to meet the needs of service users.

Staff

"Thank you for helping me see the light at the end of the tunnel and for creating a safe space for me to find myself again"

Client

“It felt incredible to be able to support this fantastic charity”

Donor

“If you have any worries about being in an unhealthy relationship, please contact TDAS they can help you. The support they offer is second to none.”

Client

Thank you for being a great organisation and supporting not only clients, but TDAS colleagues as well. I feel very comfortable, happy and appreciated within the organisation.

Staff



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Benefits

A generous package including 34 days holiday per year inclusive of bank holidays (FTE), extra holidays, for long service

Life assurance benefit

365 days a year Employee Assistance Programme

EAP

Employee pension scheme with 5% employer contribution (after 3 months of employment)

Cycle2work Scheme

Electric Car Scheme

Wellbeing Champions

Professional and Personal Development

Monthly Employee Recognition



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Role Description

Title:	Victim Voice Facilitator
Area:	Organisation
Reporting to:	Director of Operations All paid members of staff are accountable to the CEO, and ultimately the Trustees of TDAS
Place of work:	Trafford
Hours of work:	22.5 hours per week
Salary/Scale:	£27,803 - £30, 296
Main Purpose of Role	<p>To facilitate and be responsible for the operational delivery of an adult victims' group and a children and young person's group, in order to gather feedback from those experiencing domestic abuse or are impacted by Domestic Abuse to inform future service developments. The facilitator will deliver a series of group meetings, on a regular basis, with adults, children and young people at risk of and / or experiencing domestic abuse/parental conflict.</p> <p>You will work as part of a skilled, multi-disciplinary staff team and must be approachable and highly motivated in supporting and encouraging people experiencing domestic violence/abuse to make informed choices in order to determine their own future.</p>
General Duties and Responsibilities	<ul style="list-style-type: none">• Work with the Chief Executive Officer and other staff members to promote and support the development of TDAS.• To adhere to TDAS Code of Conduct at all times.• To attend staff meetings when required• To work in line with, and follow, the policies and procedures of TDAS.• To ensure that all TDAS policies and procedures are implemented and promoted by staff.• To actively promote diversity in the organisation.• To act as an ambassador for and represent the TDAS at external functions.• To represent TDAS on local and regional forums.• To build positive relationships and partnerships with key local agencies• To embody TDAS's values and act as a role model.• To participate actively in the management team, contributing to the strategic development of the organisation.• To undertake any other duties as may be deemed consistent with the requirements of the post.

This post is subject to DBS disclosure scheme

Main Duties and Responsibilities

- To lead on facilitating an adult victim group, which will meet on a regular basis to discuss current provision within Trafford and gather feedback on victim's needs and wants moving forward.
- To develop various methods of communication for children and young people to gather feedback from those under 25 years old on their experiences of domestic abuse.
- Providing an environment for victims of domestic abuse and children/young people in which their physical, emotional, intellectual and social wellbeing is promoted
- Providing an environment for victims of domestic abuse and children/young people in which they feel safe to express themselves and to share their feelings and experiences
- Encourage victims to access support to develop their coping skills, resilience and confidence, so that victims can move forward from the impact of Domestic Abuse
- Providing opportunities for victims of domestic abuse and children and young people to meet others who have faced similar challenges
- Engagement with victims of Domestic Abuse and gathering service user feedback to inform key decision making
- Ensuring a service user led approach is adopted
- Allowing victims voices to be heard and implemented
- Encouraging agencies to gather the voice of victims and children to inform their own gaps and service developments
- Attend the Local Partnership Board and Domestic Abuse Practitioner Network every quarter, and represent the victims and children within these professional meetings via professional presentations to a multiagency audience
- Promote a consensus-building approach where every member has a say in the structure of the group and every member has the opportunity to share their feedback
- Develop other creative means to gather feedback from victims and children and young people, such as via social media
- Maintain confidentiality and respect the individual needs of the client members
- Develop and support the activities of the group
- Maintain Health and Safety of the group ensuring policies and procedures are adhered to
- Have a knowledge of other services provided by other organisations and agencies, to offer information to ensure referral pathways are created to meet the needs of all clients
- Maintain regular contact with Trafford Council regarding the status of the group, including changes in meeting dates or times, cancelled meetings, client member attendance, and any other issues or questions regarding the group
- Take action on any disclosures or safeguarding concerns raised within the group
- To be fully aware of and implement, as appropriate, Child Protection and Safeguarding Adults Policies and Procedures in accordance with TDAS's and Trafford Council policies.



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Person Specification

Qualifications and Experience	Yes	No
NNEB/NVQ level 3 or equivalent qualification in domestic abuse, health & Social care		
Previous experience working in a support role with victims of Domestic Abuse, via 1:1 and group support		
Experience of client/service user inclusion activities		

Skills and Knowledge	How Assessed A = Application I = Interview
Knowledge and understanding of the effects of domestic abuse on adults, children and young people and the support and services available to them	A & I
Thorough understanding of group dynamics and group process	A & I
Working knowledge of all relevant Policy and Procedures e.g. risk assessment, support planning and delivery of services, Health & Safety requirements	A & I
Experience of client/service user inclusion activities	A & I
Ability to use all the Microsoft office packages	A
Experience of planning, organisation, implementation and evaluating tasks	I
Commitment to equal opportunities with a non- judgemental, empathic attitude	A
High level of self-motivation and the ability to plan, organise and prioritise to meet deadlines	A

Person Specification

Skills & Knowledge (continued)	How Assessed A = Application I = Interview
Ability to communicate with service users, Team members, Management Committee and external agencies and demonstrate excellent communication skills both verbal and written	A
Ability to deliver high standard of service provisions to all users and stakeholders and commitment to continuous improvement	A & I
Desirable Skills & Knowledge	
Safelives IDVA or equivalent qualification	A
Full driving licence and access to a car for work	A & I
Understanding of the domestic abuse sector and the role and remits of statutory and voluntary agencies in the sector	A & I
Working knowledge of all relevant Policy & Procedures	A
Up to date knowledge of Health & Safety requirements	A
First Aid Qualification	A

Person Specification

Competency/Behaviour

1. Proactive
2. Compassionate
3. Non-Judgemental and positive attitude
4. Empathetic
5. Approachable, flexible
6. Time management
7. Committed to continuous improvement
8. Team player as well as an individual player
9. High level of self motivation
10. Service provisions of a high standard to all users
11. Excellent communication skills at all levels
12. Planning, organisation, implementation and evaluation
13. Communication with service users, team members, Board of Trustees and external agencies
14. Continuous improvement
15. Team work



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How to Apply

To apply for this position it is essential that you have or are working towards the necessary qualifications outlined in the person specification.

This post is subject to an enhanced DBS.

Applicants with minimum qualifications and experience will only be considered. Due to the requirements of the role, we are requesting that female only applicants apply. Please do not send CVs, as they will not be processed.

No agencies please.

For further information please contact admin@tdas.org.uk Tel: 0161 872 7368
All applications to be forwarded to hayley.jones@tdas.org.uk

An application form is available to download below



[Application Form](#)

