Endeavour For people and their pets

# Young Person's Domestic Abuse Support and Engagement Worker
# Job description and person specification

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| **Responsible to** | Operations Director |
| **Hours** | 37 hours over five days or 22.5 hours over three days, worked flexibly with occasional evening or weekend work |
| **Salary** | £25,092–£28,000 FTE per annum, pro rata for part time |
| **Benefits** | 30 days' annual leave pro rata plus bank holidays<br>Following probation –<br>Up to 8% matched Employer Pension contribution.<br>365 days a year Employee Assistance Programme and Cash Health Plan |
| **Based at** | Endeavour, Bolton, with outreach across the borough |
| **Contract** | Fixed term to 30 November 2028, with possible extension subject to funding |
| **Service users** | Young people aged 16–19 experiencing domestic abuse |
| **Requirement** | A current valid driving licence and access to a vehicle with business insurance for work |
| **Requirement** | This post is restricted to women applicants only, due to the nature of the role. The Occupational Requirement as permitted under the Equality Act 2010, Schedule 9, and Part 1 Section 7(2) e of the Sex Discrimination Act 1975. This post is exempt from the Rehabilitation of Offenders Act. |

**About Endeavour**

Endeavour is a Bolton-based charity that has supported people affected by domestic abuse since 1997. We work alongside survivors to improve safety, increase choice and support recovery. Our services are rooted in the community and include specialist domestic abuse support, counselling, group work, pet fostering and practical help.

**Purpose of the role**

The postholder will provide trauma informed, age appropriate and needs led support to young people aged 16–19 who are experiencing domestic abuse. The role combines direct casework with early intervention, outreach, partnership working and the development of a Young People's Panel.

The postholder will work closely with the Young Person's IDVA, who leads high-risk and MARAC cases.

**Competencies and behaviours**

We are looking for someone who is compassionate, non-judgmental and able to build trust with young people. They will work well with colleagues, use their initiative and remain calm when circumstances change. They will communicate clearly, manage their workload responsibly and be open to learning.

This job description covers the main responsibilities of the role and may be reviewed as the service develops.

**Main responsibilities**

**Support and risk management**

- Explain confidentiality and information sharing. Agree how and when it is safe to stay in contact.
- Complete risk assessments, safety plans and support plans with the young person. Review these as their circumstances change.
- Provide emotional and practical support based on what matters to the young person.
- Recognise when risk is increasing and act promptly. High-risk cases will transfer into the YPDVA and MARAC pathway, with a coordinated handover and continued support where agreed.

**Practical and holistic support**

- Support young people with housing, homelessness, and preparing to live independently.
- Explain criminal and civil justice options. Accompany young people to court where appropriate.
- Help young people access physical, mental and sexual health services, including attending appointments with them when needed.
- Work with colleges, training providers and employers to help young people manage the impact of trauma and continue with their plans.
- Recognise different forms of abuse, working alongside in house specialist support where needed.
- Make reasonable adjustments and provide support that respects each young person's identity, culture and circumstances.

**Recovery and resilience**

- Deliver or support healthy relationships work, groups and peer support.
- Help young people rebuild confidence, develop practical skills and find support beyond the service.
- Make supported introductions to counselling, community resources or other services.

**Young People's Panel and service development**

- Establish and coordinate a Young People's Panel.
- Make it possible for young people to contribute in different ways, including in person, online, anonymously or through somebody they trust.
- Remove practical barriers to taking part and any reasonable adjustments.
- Use what young people tell us to improve the service and demonstrate their contribution.

**Outreach and partnership working**

- Strengthen referral pathways with colleges, youth services and other local organisations working with young people.
- Apply a no-wrong-door approach.
- Promote the service in places used by young people, including communities that may be less likely to approach domestic abuse services.
- Contribute to safeguarding meetings and joint planning. Keep work coordinated so the young person does not have to repeatedly tell their story.
- Represent Endeavour at relevant meetings and raise emerging needs or gaps in support.

**Recording and professional practice**

- Keep clear, accurate and confidential case records in line with safeguarding requirements, data protection and Endeavour policy.
- Record referrals, response times, risk, support provided and outcomes for contract monitoring.
- Contribute to quarterly reports, case studies and service evaluation.
- Manage the workload responsibly and raise concerns about risk or capacity promptly.
- Attend team meetings, training, and regular management, case and clinical supervision.
- Work within professional boundaries, lone-working procedures and Endeavour policies.
- Undertake other reasonable duties that fit the purpose and level of the role.

**Safer recruitment and role requirements**

Appointment is subject to an enhanced DBS check, satisfactory references covering the previous two years and Endeavour's safer recruitment checks.

## Person specification

**Applicants must show how the essential criteria are met.**

**Key E = Essential, D = Desirable, A = Application Form, I = Interview and T = Test**

| Criterion | E or D | Assessed |
|---|---|---|
| A relevant Level 3 qualification in domestic abuse, youth work, health, social care or a related field, or equivalent demonstrable experience | D | A |
| Experience of supporting young people or survivors of domestic abuse, including people with complex or intersecting needs | E | A/I |
| Understanding of domestic abuse, coercive control, trauma and the dynamics affecting young people | E | A/I |
| Knowledge of adult and child safeguarding, proportionate information sharing and multi-agency practice | E | A/I |
| Experience of risk assessment, safety planning, support planning, case management or advocacy | E | A/I |
| Ability to build trust with young people, explain choices clearly and keep their voice central | E | A/I/T |
| Ability to respond calmly to changing risks, work independently and seek oversight at the right time | E | A/I |
| Ability to work inclusively across culture, faith, disability, sexuality, gender identity and immigration status | E | A/I |
| Experience of multi-agency working and representing a service professionally | E | A/I |
| Experience of co-production, group work, youth participation or community outreach | D | A/I |
| Strong written and verbal communication, organisation, record-keeping and IT skills | E | A/I/T |
| Knowledge of Bolton services and referral pathways | D | A/I |
| Current driving licence, access to a suitable vehicle and ability to travel across Bolton | E | A |
| Ability to work flexibly, including occasional evenings or weekends | E | A/I |