



Recruitment Pack: Operation Provide IDVA



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Welcome to The Wish Centre!

As the CEO of The Wish Centre, I am delighted to extend a warm welcome to all candidates interested in joining our team as an Op. Provide IDVA.

At The Wish Centre, we are dedicated to making a positive impact on the lives of individuals and communities. Our mission is to empower people to fulfill their potential, achieve their goals, and build brighter futures. As a leading nonprofit organisation, we work tirelessly to provide support, resources, and opportunities to those in need.

We are seeking a passionate Independent Domestic Violence Advisor (IDVA) to join our Operation Provide team, working in partnership with police colleagues to safeguard victims of domestic abuse. You will provide tailored support, advocacy, and interventions to victims, ensuring they receive the help they need to improve their lives and reduce risk.

We are looking for someone who is passionate, innovative, and committed to our mission. If you are dedicated to making a difference and have the skills and experience we require, we invite you to join us in our journey of creating positive change.

If you need help with any aspect of the process, please contact our HR Manager: stephanie.sayers@thewishcentre.org.

I look forward to welcoming a dedicated and talented IDVA to The Wish Centre family.

Best regards,

Shigufta Khan
CEO, The Wish Centre

Op Provide IDVA - The Wish Centre (BDDWA)
£28,090 - £28,727.89 per annum pro rata (depending on experience)

Location: Greenbank Police Station, Blackburn, with occasional work/cover at Burnley Police Station

Hours of Work: Full time 36.25 hours to be worked flexibly

Contract: Fixed Term to 31st March 2026

Reports to: IDVA Manager

Line Management Responsibilities: No

About Us

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 30 years. We provide specialist services to residents of the borough and support victims and their families to live lives free from abuse. Our programmes work is also delivered across Lancashire.

About You

You are a compassionate and proactive professional with experience supporting domestic abuse victims. Skilled in risk assessment, safety planning, and trauma-informed practice, you build trusted relationships and empower victims. Resilient and adaptable, you manage a complex caseload while working collaboratively to improve safety and well-being.

Key Responsibilities:

- Provide emotional and practical support to victims, including risk assessment, safety planning, and advocacy.
- Work closely with police and partner agencies to safeguard victims and enhance multi-agency responses.
- Support victims with legal options, housing, benefits, health, and finance, ensuring tailored interventions.
- Attend and contribute to Multi-Agency Risk Assessment Conference (MARAC) meetings and other safeguarding forums.
- Maintain accurate records, uphold best safeguarding practices, and promote trauma-informed support.

Closing Date: 28th March 2025

To read more about the specific duties of the role, please see the full Job Description on the next page!





Job Description

Operating Principles:

The Wish Centre works to a number of principles & values when providing effective, personalised interventions for its service users, our overarching strategic theme is that We Listen, We Support, We Empower. These principles apply to all roles at The Wish Centre.

The Wish Centre has been delivering quality services to victims in the Blackburn & Darwen area for over 35 years. We are the commissioned domestic abuse service for Blackburn and provide specialist services to residents of the borough and support victims and their families to live lives free from abuse.

Job Purpose

As an Independent Domestic Violence Advisor (IDVA), you will provide emotional and practical support to victims of domestic abuse, ensuring their safety and well-being through tailored interventions. Working closely with police and partner agencies, you will assess and manage risk, advocate for victims, and support them with legal, housing, financial, and health-related matters. You will contribute to Multi-Agency Risk Assessment Conferences (MARAC) and safeguarding processes while maintaining accurate records and delivering trauma-informed support.

Main Duties:

- To liaise with appropriate services and act as a point of contact.
- To provide assertive engagement, using a trauma informed approach, engaging with the service user and ensuring that all pathways are explored to facilitate engagement.
- To carry out a multiple needs assessment with each client, including risk assessment, individual support plans and to research a case history with each service user.
- To ensure that Adverse Childhood Experiences form part of the assessment.
- To provide frequent/intensive input and recognise there may be regression as well as progress.
- To work in partnership with other agencies and professionals who will need to be involved.
- To follow and monitor the service user's progress, providing input as required, to ensure the targets set on the Individual Support Plan are met.
- To provide a service that upholds best safeguarding practice in relation to children and adults at risk.
- Understand the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children.
- To develop a close network of communication, co-operation, joint work and skills exchange with other practitioners working with the service user.
- To help evaluate and share learning and best practice with partner agencies.

- To work as part of a team, providing cover for colleagues where necessary.
- To undertake other tasks within the context of the post that can be reasonably required by the IDVA Manager.
- To support established/existing risk assessments framework in assessing and managing risk.
- Providing advocacy, emotional and practical support and information to victims including in relation to legal options, housing, benefits, health and finance.
- To facilitate the service user's journey to secondary services and other voluntary and statutory services as needed including acting as broker between secondary care services to avoid disengagement.
- To deliver training to contribute to the development of assessment skills of other practitioners across agencies to promote more accurate identification of domestic abuse in service users with mental health / substance misuse problems.
- Attend and participate in Multi Agency Risk Assessment Conference (MARAC) meetings as deemed appropriate, following up on agreed actions.

Person Specification

Means of Assessment

Qualifications

Essential

- IDVA qualification or willingness to work towards

Application/Interview

Desirable

- Relevant Safeguarding qualification
- Evidence of continuing professional development

Application

Experience

Essential

- Experience of working with victims of domestic abuse
- Experience of working with vulnerable client groups, including those impacted by mental health and substance misuse issues
- Experience of supporting clients at court
- Experience of attending multi-disciplinary meetings such as MARAC and child protection meetings
- Experience of multi-agency and multi-disciplinary working within legislative frameworks to influence and encourage partnership working
- Experience of using IT systems, including spreadsheets and databases, to monitor and record data

Application/Interview

Application/Interview

Knowledge, Skills & Abilities

Essential:

- An excellent understanding of the issues affecting victims and survivors of domestic abuse and the legal and practical remedies available (Essential)
- Knowledge of legislative requirements related to service delivery, including domestic abuse and safeguarding adults and children (Essential)
- Knowledge and understanding of trauma-informed practice and the Adverse Childhood Experiences (ACE) framework (Essential)
- Knowledge and experience of additional issues impacting victims/survivors from BAME communities (Essential)
- Knowledge of key agencies, ability to liaise effectively, and evidence of excellent partnership working (Essential)
- Strong understanding of IDVA services and best practices when working with high-risk victims of domestic abuse (Essential)

Application/Interview

Ability to communicate clearly with staff and clients, both verbally and in writing, including report writing (Essential)

Knowledge, Skills & Abilities Cont...

Means of Assessment

Essential

- High degree of self-motivation, initiative, and flexibility
- Ability to motivate individuals and agencies to progress through courses of action and decision-making processes
- High standards of personal integrity, probity, and professionalism
- Excellent understanding and knowledge of GDPR
- Competent in using Word Processing, Excel, Access, PowerPoint, and other applications

Application/Interview

Personal Skills

Essential:

- Compassionate and empathetic towards clients' situations
- Ability to show initiative and be proactive in managing caseloads and working with clients and agencies
- Act with integrity and respect when working with all clients, agencies, and individuals
- Work flexibly as part of a team, ensuring the smooth running of the project in line with The Wish Centre's policies and procedures
- Willingness to work flexibly, including some unsociable hours, to meet the needs of the project

Application/Interview/
Assessment

Application/Interview

Additional Requirements

- Eligible to work in the UK
- Full UK Driving Licence

Application/Interview

This post is subject to a Disclosure and Barring Service check at an enhanced level. Amendments: This description accurately reflects the present position; it may be amended and reviewed. Any change will be made following a proper period of consultation. Equality Act 2010 Schedule 9 Part 1 applies.

How to Apply

Please note that we are not accepting CV's for this role.

To apply, please download [Sections A & B of our application form by clicking here](#) from our website

Once completed, please email both sections to stephanie.sayers@thewishcentre.org by 15 September 2024.

You will also find an applicants guide by clicking here: [Applicant Guide](#)

You should read this guide prior to completing the application form.

This post is subject to a Disclosure and Barring Service check at an enhanced level.

The Wish Centre is committed to promoting equality, diversity, and inclusion in all aspects of our work. We welcome applications from individuals of all backgrounds and identities.



Staff Benefits

Our staff benefits program reflects our dedication to nurturing a culture of care and support within our organisation. From health and wellness initiatives to professional development opportunities, we offer a comprehensive range of benefits designed to enhance well-being, promote work-life balance, and recognise the valuable contributions of our team members.

Below are some of the benefits available to our valued employees:

- Flexible working - core hours need to be covered by the staff team, but flexible working arrangements are in place and can be authorised by your line manager.
- Free onsite parking.
- Learning and development opportunities which are discussed with the employee in supervision and annual appraisal.
- 25 days leave, plus bank holidays (pro rata) together with an additional days leave for your birthday and a further day allocated once you reach 5 years service.
- Automatic enrolment to Westfield Health (private health insurance) which includes access to a 24/7 counselling line and high street discounts. Accessible for the employee and their immediate family members.
- Four free therapeutic sessions available via Lancashire Health and Wellbeing Centre per calendar year.
- Long service awards given at 10 years.
- Hybrid working offered for the majority of roles.