

# RECRUITMENT PACK

## IDVA/Op Provide IDVA



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# Welcome

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 IDVA / Op Provide IDVA.

Are you passionate about making a real difference in the lives of those affected by domestic abuse? Do you have the skills to deliver trauma-informed, empowering support that promotes safety, recovery and change? If so, we'd love to hear from you.

The Wish Centre is seeking a flexible IDVA to work across generic support and that at the Police Stations, to join our experienced and compassionate team. This is a vital role providing the first point of contact for victims of domestic abuse, offering timely advice, information, emotional and practical support, and ensuring access to the right services at the right time.

The post may be delivered by one full-time IDVA or as a job share arrangement, with duties shared across generic IDVA and Operation Provide activity.

If you need help with any aspect of the process, please contact our Head of People & Culture: [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org).

I look forward to welcoming a dedicated and talented Head of Finance and Resources to The Wish Centre family.

Best regards,

Shigufta Khan  
CEO, The Wish Centre



# Our Values

At The Wish Centre, our values shape who we are, how we work and the people we recruit.

## **Our Vision**

A world free from domestic abuse.

## **Our Mission**

To raise awareness, educate communities and empower individuals to live free from domestic abuse through support, safe accommodation, behaviour change programmes and training. We are a values-led organisation and look for people who consistently demonstrate our values in their behaviour, decisions and relationships.

## **Our Values: H.E.R.E**

### **Holistic**

We work with the whole person and family, recognising the lasting impact of domestic abuse. This means working with compassion, using trauma-informed approaches, collaborating with others and supporting wellbeing.

### **Education**

We believe education creates change. This means being open to learning, challenging stigma and sharing knowledge to improve practice.

### **Respect**

Respect underpins everything we do. This means being inclusive and non-judgemental, valuing lived experience and communicating ethically.

### **Empower**

We support people to make informed choices and regain control. This means working alongside people, focusing on strengths and encouraging independence.

## **What This Means for You**

Working at The Wish Centre is challenging and rewarding. We are looking for compassionate, reflective people who are committed to our H.E.R.E values. If this sounds like you, we would welcome your application.

# Job Advertisement

## IDVA / Operation Provide IDVA

Hours of work: 36.25 hours) or Job Share (approx. 18 hours each)

Reports to: IDVA Manager

Line management responsibility: No

Salary: £29,877 pa (pro rata for part time/job share)

Contract: Maternity Cover to 31<sup>st</sup> March 2027

Location: Hybrid- Hybrid – police station base, The Wish Centre offices and community locations across Blackburn with Darwen

The Wish Centre has supported people affected by domestic abuse for over 35 years, delivering specialist services including IDVA support, refuge accommodation, counselling and children and young people's services.

We are recruiting an Independent Domestic Violence Advocate (IDVA) to work alongside our Operation Provide IDVA service, supporting victims of domestic abuse across Blackburn with Darwen. The role can be offered full time or as a job share.

Key responsibilities include:

- Risk assessment and safety planning
- Advocacy and practical and emotional support
- Court support and criminal justice advocacy
- Working with police and partner agencies
- Contributing to MARAC and safeguarding processes

The role combines police-based Operation Provide work with community-based IDVA casework.

You will be compassionate, organised and confident working with victims experiencing risk. Applications are welcome from experienced IDVAs, those with relevant transferable experience, and applicants seeking job share arrangements. Lived experience is welcomed and treated confidentially.

**Closing Date: 22nd March 2026**

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

# Job Description

## Who Are We?

We support victims of domestic abuse and are unique in delivering our perpetrator education support programme. For 35 years we have been at the forefront of developing and delivering specialist services to individuals and families. Our services include a helpline, advice and IDVA service, refuge accommodation, counselling programmes for victims, schools-based programmes; behaviour change programmes, counselling services, access to free legal support, volunteering opportunities and peer support groups. We are looking for someone who can embrace and extend our support through enthusiasm, passion and drive.

## Creating Safe, Inclusive Opportunities for All

At The Wish Centre, we are proud to be a Trauma-Informed Organisation, which means we approach every aspect of our work—including recruitment—with an understanding of the impact of trauma and a commitment to creating safe, supportive, and empowering environments. This approach shapes how we engage with applicants, ensuring sensitivity, respect, and fairness throughout the process.

Our values of H.E.R.E—Holistic, Educate, Respect, Empower—guide everything we do. We strive to recruit individuals who share these values and are passionate about supporting the communities we serve.

We are committed to equality, diversity, and inclusion and welcome applications from people of all backgrounds. We particularly value lived experience, and encourage individuals with personal or indirect experience of domestic abuse to join us as trustees, staff, or volunteers. If you choose to share this information during recruitment, it will be treated with the utmost confidentiality and only disclosed to the interview panel or HR as necessary.

## Purpose of the Role

This post delivers a generic Independent Domestic Violence Advocate (IDVA) service alongside Operation Provide IDVA work within a police setting.

The role focuses on providing proactive, trauma-informed advocacy to victims of domestic abuse, assessing and managing risk, improving safety, coordinating multi-agency responses and supporting victims through the criminal justice system and wider care pathways.

The post may be delivered by one full-time IDVA or as a job share arrangement, with duties shared across generic IDVA and Operation Provide activity.

## Key Responsibilities

### Generic IDVA

- Make proactive contact with victims within service timescales.
- Listen to victims and support them to identify key concerns.
- Risk assess and complete individualised safety plans based on the risks, needs and circumstances of the victim.
- Ensure victims are aware of and can access support services.
- Provide or facilitate advocacy with other agencies.
- Support victims to attend court and understand legal processes.
- Signpost victims to local support groups and networks.
- Encourage engagement with the AIM programme to build confidence and understanding of domestic abuse.
- Keep relevant agencies informed of significant changes, particularly safeguarding concerns.
- Build strong professional relationships to ensure continuity of support.
- Make safeguarding referrals to Children's and Adult Social Care when appropriate.
- Work in close partnership with other agencies.
- Manage a caseload, maintaining accurate records and monitoring outcomes.
- Use assertive, trauma-informed engagement approaches.
- Ensure Adverse Childhood Experiences (ACEs) are considered in assessments.
- Provide cover for colleagues and work collaboratively as part of a team.
- Support established risk assessment frameworks.
- Contribute to co-production by ensuring victims' views inform service delivery.
- Produce case studies and contribute to outcome measurement.
- Contribute to accurate monitoring and statistical reporting.
- Attend and participate in MARAC and other multi-agency meetings.

### Op Provide / Police Based Work

- Work within a police setting, conducting joint visits to safeguard victims of domestic abuse.
- Provide assertive engagement and early intervention following police contact.
- Provide emotional and practical support to victims, including risk assessment, safety planning, and advocacy.
- Participate in information sharing, joint risk management and safeguarding processes.
- Work closely with police and partner agencies to safeguard victims and enhance multiagency responses.
- Maintain accurate records, uphold best safeguarding practices,
- and promote trauma-informed support.

### General and Professional Responsibilities

- Participate in appraisal, supervision and learning and development.
- Keep up to date with legislation, policy and best practice.
- Work in line with The Wish Centre's policies, including lone working and safeguarding.
- Work flexibly across sites, including occasional evening and weekend working.
- Undertake other duties consistent with the role.

# Person Specification

## Qualifications & Experience

### Essential

- IDVA qualification (Assessed via Application / Interview)
- Commitment to ongoing Continuing Professional Development (Assessed via Application / Interview)
- Understanding of safeguarding responsibilities for adults and children (Assessed via Interview)
- Experience of working directly with victims of domestic abuse (Assessed via Application / Interview)
- Experience of managing a caseload, prioritising work and responding to competing demands (Assessed via Interview)
- Experience of multi-agency and multi-disciplinary working within legislative frameworks, including attendance at meetings such as MARAC or safeguarding forums (Assessed via Interview)
- Experience of supporting victims through criminal and/or civil court processes (Assessed via Interview)

### Desirable

- Relevant safeguarding qualification (Assessed via Application / Interview)
- Experience of working with victims from diverse or marginalised communities, including BAME communities (Assessed via Interview)
- Experience of assertive engagement and proactive outreach with victims who may be reluctant to engage (Assessed via Interview)
- Experience contributing to service development, co-production, outcome monitoring or case study development (Assessed via Interview)

## Skills, Knowledge & Abilities

### Essential

- Excellent understanding of domestic abuse and its impact on victims and their children (Assessed via Application / Interview)
- Understanding of risk assessment, safety planning and risk management frameworks (Assessed via Application / Interview)
- Knowledge of legislative requirements relating to domestic abuse and safeguarding adults and children (Assessed via Interview)
- Knowledge of civil and criminal justice remedies available to victims of domestic abuse (Assessed via Interview / Task)
- Understanding of trauma-informed practice and the Adverse Childhood Experiences (ACE) framework (Assessed via Interview)
- Knowledge of confidentiality, information sharing and GDPR requirements (Assessed via Interview)
- Excellent communication, advocacy and report writing skills, both verbal and written (Assessed via Application / Interview / Task)
- Ability to use IT systems, databases and Microsoft Office to maintain accurate records and monitoring information (Assessed via Interview)

# Person Specification

## Personal Qualities

### Essential

Commitment to The Wish Centre's values of Holistic, Educate, Respect and Empower (Assessed via Interview)

Compassionate, empathetic and non-judgemental approach when working with victims (Assessed via Interview)

Proactive, organised and able to work independently and as part of a team (Assessed via Interview)

High standards of integrity, professionalism and ethical practice (Assessed via Interview)

Ability to work flexibly, including occasional evening and weekend working (Assessed via Interview)

Full UK driving licence, access to a vehicle and business insurance (Assessed via Application / Interview)

# How to Apply

To apply, please complete our online application via the following link  
[IDVA Application Form](#)

**The closing date for the position is 22nd March 2026.**

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

Should you require the application in an alternative format than the link above, please email [stephanie.sayers@thewishcentre.org](mailto:stephanie.sayers@thewishcentre.org)

# Staff Reward & Recognition

At The Wish Centre, we value our people and recognise the important and often challenging work they do. Our Reward & Recognition offer has been designed to be flexible, fair, and to place staff wellbeing at the forefront, ensuring support reflects individual needs.

Westfield Health - Wellbeing and Savings:

- Westfield Health Cash Plan helps cover everyday healthcare costs, including dental, optical and therapies, with cash back up to set limits
- 24/7 GP access and a confidential Advice & Information Line for medical, legal and financial wellbeing support
- Dependent children covered on key benefits at no extra cost
- Westfield Rewards gives access to discounts, cashback and vouchers with hundreds of high-street and online retailers
- Savings available on shopping, groceries, lifestyle and leisure purchases
- Easy access via an online portal and mobile app

All staff have access to Westfield Health from day 1, our online reward, recognition and wellbeing app.

## Flexible Wellbeing Choice

Alongside Reward Gateway, each staff member can choose one additional wellbeing benefit each year, following their probationary period, allowing them to select what best supports their wellbeing.

Options include:

- An extra Wellbeing Day
- A mental wellbeing app subscription
- A wellbeing allowance for approved wellbeing activities or products
- A wellbeing hamper

## A Supportive, Values-Led Culture

Our Reward & Recognition approach reflects our commitment to staff wellbeing, flexibility and recognition. By investing in our people, we aim to ensure everyone feels valued, supported and empowered to do their best work.