

RECRUITMENT PACK

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 an 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 and dedicated Independent Domestic Violence Advisor (IDVA) to join our experienced and compassionate team. This is a vital role providing specialist support to victims of domestic abuse, offering timely advice, information, emotional and practical assistance, and helping individuals access the right services at the right time.

We have a vacancy for a full time post, 36.25 hours per week. Working as part of our wider domestic abuse team, the successful candidate will provide person-centred support, undertake risk and needs assessments, develop safety plans, and work collaboratively with partner agencies to improve outcomes for victims and their families.

If you need help with any aspect of the process, please contact recruitment@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



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

Hours of work: 36.25 hours

Reports to: IDVA Manager

Line management responsibility: No

Salary: £29,877 per annum

Contract: Fixed term contract to September 2028

Location: Hybrid- 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 support victims of domestic abuse across Blackburn with Darwen.

Key responsibilities include:

- Risk assessment and safety planning
- Advocacy and practical and emotional support
- Contributing to MARAC and safeguarding processes

You will be compassionate, organised and confident working with victims experiencing risk. Applications are welcome from experienced and ideally qualified IDVAs or those with relevant transferable experience. Lived experience is welcomed and treated confidentially, but you must be a minimum of 12 months post recovery.

Closing Date: 26th July 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

The IDVAs provide a pro-active service to victims of Domestic Abuse to keep them safe. The work of the IDVA is distinct in that it assesses the risk a client is in and delivers a service appropriate to the level of risk, offering a premium service to those at high risk.

IDVA's work within a multi-agency setting to ensure all agencies do their part and co-ordinate their work to keep people safe, together with working with survivors and other agencies to monitor the care pathway and ensure a link to the criminal justice system.

Key Responsibilities

- To work primarily with high and medium risk women experiencing domestic, sexual and honour-based violence and abuse, stalking, coercive & controlling behaviour and forced marriage.
- To provide a pro-active service and advice to victims of domestic violence to keep them and their children safe.
- To risk assess and regularly review the risk assessment and deliver service in keeping with the result.
- Attend and support Marac Meetings and Marac screening panels as needed.
- Allocate cases in the absence of the IDVA manager.
- To offer support, advice, information and advocacy to victims on a one-off or on-going basis, relating to housing, civil and criminal options.
- Contact victims associated with men engaging on the MTC programme and the CARA programme.
- To manage a case load of clients and work within a risk assessment/individual support plan process to reduce the risk to the victim.
- To support clients before, during and after court proceedings, including attending trials and other court hearings, with civil order and through the civil court process.
- To participate in multi-agency processes and joint working arrangements, where appropriate, regarding safeguarding victims and offer effective services to reduce the risk of domestic violence and abuse.
- Produce regular comprehensive reports highlighting positive areas of work, case studies, areas of concern, summary of outcomes etc.
- Support clients (primarily women) on the phone and face to face, including within safe and confidential women-only environments and perform visits in line with The Wish Centre Lone Working and Safe Working Practices Policy.
- Attend family hubs and outreach appointments and in person meetings as needed.
- To act as an Institutional Advocate on behalf of victims of violence.
- To work primarily with women victims of domestic abuse; the service may also support victims of any gender through alternative pathways or provision where appropriate.
- To attend drop-in services where relevant.
- To contribute to the preparation of reports and the development of publicity material, as necessary.
- To attend external and internal meetings for protection of the client.
- Empower the service user to make their own choices.
- To work with clients in line with the Wish Centre policies and procedures.
- To undertake any other duties as may be deemed consistent with the requirements of the post.
- To promote the work, values and ethos of The Wish Centre across the organisation, modelling a high standard of professional behaviours and act as a role model to clients.
- To deliver support within women-only safe environments, maintaining a trauma-informed and gender-specific approach where required to meet the needs of service users. Where support is provided to male victims, this will be delivered in appropriate alternative settings outside of designated women-only environments, in line with service delivery arrangements.
- Ensure that essential information of a sensitive and/or personal nature is not disclosed to, or discussed with, inappropriate persons and that all information is maintained in accordance with the GDPR and other related legislation/requirements.

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 26th July 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.

Due to the nature of this role, which involves providing specialist support to women who have experienced domestic abuse and trauma, this post is subject to a Genuine Occupational Requirement in accordance with Schedule 9, Part 1 of the Equality Act 2010.

Should you require the application in an alternative format than the link above, please email recruitment@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.