



Recruitment Pack: IDVA Triage Advocate





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Welcome to The Wish Centre!

Thank you for your interest in the IDVA Triage Advocate role at The Wish Centre. I'm delighted you're considering joining our team.

At The Wish Centre, we are committed to supporting individuals and families to live safe, empowered, and independent lives, free from domestic abuse. For over 35 years, we have worked at the heart of our community to provide specialist, trauma-informed services that are accessible, inclusive, and rooted in respect.

The IDVA Triage Practitioner role is a critical part of our frontline response—providing immediate, trauma-informed support, guidance, and advocacy to those reaching out for help, often at a moment of crisis. You will be the first point of contact for many victims, helping them feel heard, safe, and empowered to take the next steps.

We are looking for someone who is compassionate, resilient, and confident in working in a fast-paced environment where no two days are the same. You will need strong communication skills, the ability to assess risk effectively, and a solid understanding of the complexities surrounding domestic abuse. Most importantly, you will share our values of respect, holistic support, and education—and our unwavering commitment to helping people live free from abuse. If you are someone who thrives on making a real and lasting difference, we would be delighted to receive your application.

If you have any questions or need support during the application process, please contact our Head of People & Culture at:
recruitment@thewishcentre.org.

I look forward to welcoming a new colleague who will help us continue to make a difference every day.

Warm regards,

Shigufta Khan
CEO, The Wish Centre

IDVA Triage Advocate | Part -Time 30 Hours Per Week | £28,727.89 pa pro rata (actual salary £23,772.32 pa)| Onsite (Blackburn office base)

★Join Our Team!

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 an IDVA Triage Worker 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.

** About the Role:**

As an IDVA Triage Advocate , you will:

- Deliver a trauma-informed triage service to referrals and helpline callers.
- Carry out initial risk and needs assessments, safety planning and support planning.
- Offer advocacy and support around housing, legal options, benefits, and more.
- Facilitate safe transitions into refuge, dispersed accommodation or external services.
- Work closely with multi-agency partners to ensure coordinated support and safeguarding.
- Maintain accurate, confidential case records and support wider service delivery.

** About You:**

We're looking for someone who is:

- Experienced in supporting people affected by domestic abuse or other complex needs.
- Skilled in assessing risk, developing support plans and advocating for vulnerable individuals.
- Knowledgeable about safeguarding, domestic abuse legislation and trauma-informed practice.
- A strong communicator with the ability to work independently and as part of a team.
- Flexible, professional, and committed to learning and continuous improvement.

A relevant qualification (e.g. IDVA Qualification or health, social care, criminal justice or domestic abuse) is essential, as is a full UK driving licence and access to a car.

Closing Date: 14th August 2025

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





Job Description

Purpose of the Role

To provide a trauma-informed triage service to victims of domestic abuse, offering tailored advice, support, and signposting to meet individual needs. The role supports safe transitions into appropriate services, advocates for service users' rights and wellbeing, and works collaboratively with internal teams and external agencies to improve outcomes and ensure safeguarding.

Key Responsibilities

Provide a trauma-informed triage service to referrals, offering advice, information, and signposting tailored to each individual's needs.

Deliver advocacy, emotional and practical support to victims of domestic abuse, including guidance on legal options, housing, health, finance, and benefits.

Carry out comprehensive, needs-led assessments including risk assessments, safety planning, support plans, and Adverse Childhood Experiences (ACEs) considerations.

Support victims seeking refuge or dispersed housing, ensuring robust safety plans are in place.

Facilitate service users' engagement and transition into appropriate mainstream, secondary, voluntary or statutory services, acting as a broker to prevent disengagement.

Provide helpline advice and support to callers and respond to referrals in line with safeguarding and best practice standards.

Build effective partnerships with professionals and agencies to ensure coordinated, multi-agency support and risk management.

Maintain accurate, confidential records and complete necessary administrative and statistical tasks.

Contribute to service development through learning, best practice sharing, supervision, teamworking, and participation in relevant training and external networks.

Provide flexible cover for colleagues and undertake other duties as required to support the aims of The Wish Centre.

Professional Responsibilities / Working Expectations

Participate in appraisal, supervision, and Learning & Development processes.

Keep abreast of developments in services, legislation, and practice relevant to the client group.

Ensure the implementation of all The Wish Centre policies and procedures.

Contribute to maintaining safe systems of work and a safe environment.

Undertake other duties to support the team.

Work flexibly across operational sites within agreed hours, including occasional evening and weekend work if required.

Person Specification

Key: (E) = Essential | (D) = Desirable | Method of Assessment: Application (A), Interview (I), Assessment Task (T)

Qualifications

- Relevant qualification in health, social care, criminal justice, or domestic abuse (e.g., IDVA training, NVQ Level 3 or above) (E) – A
- Evidence of continuous professional development (E) – A
- Safeguarding training (children and/or adults) (D) – A
- Qualification in trauma-informed practice or related area (D) – A

Experience

- Experience working with victims of domestic abuse or other vulnerable groups (E) – A/I
- Experience conducting risk and needs assessments, including safety planning (E) – A/I
- Experience providing information, advice, and advocacy in a support setting (E) – A/I
- Experience working collaboratively with multi-agency partners (E) – A/I
- Experience supporting service users into accommodation or specialist services (D) – A/I
- Helpline or triage experience in a crisis response setting (D) – A/I
- Experience using case management or client recording systems (D) – A

Skills, Knowledge & Abilities

- Strong understanding of domestic abuse, including the impact on adults and children (E) – A/I
- Knowledge of safeguarding principles and relevant legislation (E) – A/I
- Ability to manage complex cases and work under pressure in a fast-paced environment (E) – A/I
- Excellent communication, interpersonal, and advocacy skills (E) – A/I
- IT literacy, including the use of Microsoft Office and case recording systems (E) – A
- Understanding of Adverse Childhood Experiences (ACEs) and trauma-informed approaches (D) – A
- Knowledge of local services, housing law, welfare benefits, and legal remedies for victims (D) – A

Personal Qualities

- Proactive in personal and team development (E) – I
- Access to a car insured for business use (E) – A/I
- Committed to embedding high standards, challenge and innovation (E) – A/I
- Willingness to work across locations and occasionally outside standard hours (E) – A/I
- Commitment to personal development, reflective practice, and continuous learning (E) – A/I
- Full UK driving licence and access to a car (E) – A
- Passionate about improving outcomes for those affected by domestic abuse (E) – I

This post is subject to an Enhanced Disclosure and Barring Service check.

This role description is accurate as of July 2025. It may be amended after consultation to reflect changes in organisational needs.

How to Apply

To apply, please email an anonymised C.V and covering letter detailing how you meet the person specification to recruitment@thewishcentre.org.

The closing date for the position is 14th August 2025

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

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 and hybrid 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 enrollement 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.