



# Recruitment Pack: Programmes Facilitator





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## **Welcome to The Wish Centre!**

Thank you for your interest in the Programmes Facilitator 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.

This is a vital role at the heart of our mission to support individuals and families affected by domestic abuse. We're proud to deliver a wide range of innovative programmes that respond to the needs of both victims and perpetrators, and this post plays a key part in ensuring that support is trauma-informed, accessible, and truly person-centred.

We're looking for someone who is compassionate, adaptable, and confident in working with a variety of client groups. You'll need strong interpersonal and facilitation skills, a good understanding of domestic abuse and its impact, and the ability to engage people wherever they are in their journey.

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

**Programmes Facilitator | Full -Time 36.25 Hours Per Week | £25,767.61 per annum | Hybrid  
(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 a dedicated Programme Facilitator to join our dynamic and compassionate team. This is a varied and rewarding role, offering the opportunity to work across our range of domestic abuse programmes—including those for victims and perpetrators—with the flexibility to support the expansion and development of future services as needs evolve.

**👜 About the Role:**

Key responsibilities:

- Provide assertive outreach and trauma-informed support to service users.
- Complete assessments, including ACEs, and contribute to personalised support planning.
- Facilitate both 1:1 and group sessions to build confidence, emotional wellbeing, and understanding of domestic abuse.
- Work closely with a range of agencies to ensure holistic, joined-up support.
- Monitor progress against individual goals, recognising that recovery is not always linear.
- Uphold the highest standards of safeguarding practice at all times.
- Support service users to engage with other voluntary and statutory services as needed.

**🙌 About You:**

What we're looking for:

- Experience supporting vulnerable individuals, ideally with a good understanding of domestic abuse and trauma.
- Strong partnership working skills, with the ability to communicate clearly and sensitively.
- Ability to assess risk and respond appropriately to changing needs.
- A proactive, flexible and compassionate approach to supporting others.
- Confidence in using IT systems and maintaining accurate records.
- A full UK driving licence and access to a vehicle.

**Closing Date: 27th July 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 deliver assertive, trauma-informed support to individuals affected by domestic abuse and adverse childhood experiences, ensuring their needs are met through intensive, personalised interventions. The role involves liaising closely with partner agencies, supporting effective risk assessment and safety planning, and facilitating engagement with wider services. The Programme Facilitator works collaboratively to develop and monitor individual support plans, promote safeguarding best practice, and contribute to multi-agency learning and the continuous improvement of service delivery.

## **Key Responsibilities**

Provide assertive, trauma-informed engagement by proactively reaching out to service users to encourage sustained involvement.

Complete comprehensive assessments, including Adverse Childhood Experiences (ACEs), and contribute to the development of Individual Support Plans.

Monitor service user progress, recognising both regression and progress, and adjust support accordingly to meet identified goals.

Apply established risk assessment frameworks, safety planning, and risk management processes to safeguard victims of domestic abuse and their children.

Uphold best practice in safeguarding children and adults at risk at all times.

Work in partnership with other professionals and agencies to ensure coordinated, holistic support for service users.

Develop strong networks of communication and cooperation with other practitioners working with the service user.

Facilitate effective transitions and engagement with voluntary and statutory services, including acting as a broker with secondary care to prevent disengagement.

Deliver training to other practitioners across agencies to enhance the identification and assessment of domestic abuse.

Share learning and contribute to the evaluation and development of best practice within the organisation and with partner agencies.

Provide frequent and intensive input to service users as needed, based on their changing needs and circumstances.

Work collaboratively as part of a team, providing cover for colleagues where necessary.

Undertake other tasks reasonably required within the scope of the post by the Operational Manager.



# Person Specification

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

## Qualifications

- Evidence of continuous professional development (E) – A
- Safeguarding training (children and/or adults) (D) – A

## Experience

- Experience of working with vulnerable people, including those affected by domestic abuse (E) – A/I
- Experience of working in trauma-informed settings (E) – A/I
- Experience of multi-agency and multi-disciplinary working within safeguarding or support frameworks (E) – A/I
- Experience of providing 1-1 and/or group-based support (E) – A/I
- Experience of contributing to or attending safeguarding forums (e.g. MARAC, Child Protection Conferences) (D) – A/I
- Experience of supporting clients through statutory or legal processes (e.g. court support, referrals) (D) – A/I
- Experience of managing time and workload effectively (E) – A/I

## Skills, Knowledge and Abilities

- Knowledge and understanding of domestic abuse, including its impact on children and young people (E) – A/I
- Understanding of Adverse Childhood Experiences (ACEs) and trauma-informed practice (E) – A/I
- Knowledge of safeguarding legislation and statutory responsibilities (children and adults) (E) – A/I
- Ability to assess and manage risk and develop safety plans (E) – A/I
- Ability to build effective relationships and work in partnership with other agencies (E) – A/I
- Ability to deliver support tailored to the needs of young people, promoting empowerment and wellbeing (E) – A/I
- Ability to communicate clearly and sensitively with service users and professionals, both verbally and in writing (E) – A/I
- Confident use of IT systems, including Microsoft Office and databases (E) – A/I
- Ability to contribute to and facilitate group sessions (E) – A/I
- Knowledge of and commitment to confidentiality and data protection (GDPR) (E) – A/I

## Personal Qualities

- High level of personal integrity, professionalism, and discretion (E) – A/I
- Ability to work flexibly, including evenings/weekends, and across multiple sites (E) – A/I
- Self-motivated, proactive, and able to work independently and as part of a team (E) – A/I
- Full UK driving licence and access to a vehicle for work purposes (E) – A

**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](mailto:recruitment@thewishcentre.org).

**The closing date for the position is 27<sup>th</sup> July 2025**

This post is subject to a Basic 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.