PAC Positive Action in the Community

Be free

Evolve

RECRUITMENT PACK

Role: Casual Domestic Abuse Support Assistant

Deadline: 9am, Monday 2nd November 2026

PAC Positive Action in the Community

HELLO FROM OUR CEO, CLAIRE BENNETT

Hello and thank you so much for taking an interest in our Domestic Abuse Practitioner role here at Positive Action in the Community (PAC). I am thrilled to have the opportunity to introduce and welcome our Charity to you. I do hope that on reading the following information you will gain an insight into the work we do and the differences we make in our community. As a charity we have over 25 years' experience of delivery and we continue to be a growing, ambitious, and passionate charity with strong foundations of fantastic people across our projects, including our central team, our services and programmes teams, our Senior Leadership Team (SLT) and our board of trustees.

We pride ourselves on meeting the needs of our community by embracing evidence based and innovative approaches that create the greatest opportunities for more outcomes for more people. We are driven by our Mission, Vision and Values and motivated by our purpose. So if you feel that this is something you want to be part of, that you can bring new ideas to, and that you could enhance our strong foundations, then we strongly encourage you to apply. If you do have further questions after reading this pack, please do feel free to get in contact with us either by email on recruitment@p-a-c.org.uk or via telephone on 01282 227649. We look forward to receiving your application.

Claire

PAC Positive Action in the Community

OUR VISION, MISSION, VALUES & PURPOSE

Vision

To have a community that gives the greatest opportunities for a safe, fulfilled and aspirational life free from domestic abuse, homelessness and poor mental health.

Mission

We aim to make a positive difference to those impacted by Domestic abuse, homelessness or/and poor mental health by developing innovative responses to need and providing high quality, specialist support to build independent resilience and live safely.

Values

Supportive / Empowering – to have support and be supportive

Innovative – to be creative in life

Inspirational / aspirational – to be inspired and to want to achieve

Integration – to be part of something

Resilience - to keep growing and learning at life

Purpose

- To make a positive difference
- To proactively meet unmet needs and gaps – providing early intervention to support statutory, family and community needs
- To empower service users' to reach their potential and thrive
- To build strong futures for communities and create generational change
- To be a trusted organisation – which is professional and respected for the quality of its services and its approachability and flexibility

PAC Positive Action in the Community

ABOUT US & OUR HISTORY

PAC – Positive Action in the Community was set up in 1999 to meet the needs of the Pendle community which were not being met through statutory provision or by other organisations, since then we have expanded to deliver support provision across East Lancashire.

Our mission statement is:

To provide public benefits for the inhabitants of the North of England without distinction of sex, or of political, religious or other opinions, by associating the Local Authorities, Voluntary Organisations, and local inhabitants in the following ways:

(i) The prevention and the relief of poverty.

(ii) To promote the education of persons who through their social and economic circumstances are in need and unable to gain employment and in particular to provide or support schemes where such persons may acquire and develop vocational skills which will enhance their employment prospects their physical and emotional health and well-being.

(iii) To provide facilities in the interest of social welfare for recreation and leisure time occupation with the object of improving the conditions of life of those persons in need, hardship or distress.

(iv) To advance education for the public benefit by providing advice and guidance upon questions of unemployment, housing, domestic abuse, safeguarding and social welfare and related topics

(v) To assist persons of limited means in cases of social hardship or economic misfortune upon terms appropriate to their means whether or not members of the society to find appropriate living accommodation and whilst so doing to provide where possible temporary shelter in properties managed by the charity from time to time.

PAC was previously known as Pendle Action for the Community, but due to demand for our provision outside of Pendle our name was changed in 2016 to remove any barriers and confusion caused to beneficiaries, ensuring access was for all.

PAC is supported by a board of committed voluntary trustees who bring with them a wealth of experience, and knowledge ranging from legal services, business and project management, financial management, educational services, health and safety, employment and training opportunities and charity governance.

PAC employs an incredible and dedicated frontline workforce ranging from volunteers, support staff, management, a central administration and project support team, alongside a CEO and senior leadership team who facilitate strategic and operational development of the charity.

PAC Positive Action in the Community

OUR PROVISION

DOMESTIC ABUSE	YOUTH HOMELESSNESS	COMMUNITY WELLBEING
Be free	Safe Space	Evolve
Specialist community and safe accommodation provision for adults, young people and children with experience of Domestic Abuse.	Supported accommation for young people who are experiencing homelessness. Prevention provision also available for young people 14-25 at risk of homelessness (through HAPI).	Provision to empower the local community to overcome barriers and evolve through counselling, employment support, peer support and youth services.

Be free

Be Free exists to support and empower victim-survivors of domestic abuse by providing compassionate, trauma-informed services that promote safety, healing and choice, while advocating for dignity, justice and a future free from abuse.

Be Free are committed to listening without judgment and standing alongside victim-survivors of domestic abuse with compassion, respect and belief. As a specialist service, Be Free provide safe, trauma-informed and culturally responsive support tailored to individual needs, empowering each person to make informed choices, regain control and move towards safety and recovery at their own pace.

Be Free's community provision is available for adults, young people and children who live in Pendle and Rossendale.

Be Free's safe accommodation provision is based in Pendle and is available for women and children escaping Domestic Abuse from across the country.

Be Free is a Women's Aid member and a partner of DASSL (Domestic Abuse Support Services Lancashire).

SafeSpace provides supported accommodation for young people in Lancashire between the ages of 16 and 21 with experience of homelessness. Across 3 sites, providing 44 units of accommodation in total, SafeSpace provides a safe, supportive and nurturing environment where young people can build life skills, regain confidence and achieve long-term stability in their journey towards independence. SafeSpace offer young people guidance, resources, support and practical assistance tailored to individual needs, always with kindness, respect, and understanding. All SafeSpace sites, in Pendle, Rossendale and Hyndburn, are staffed 24 hours a day, 7 days a week, all year round. SafeSpace is regulated by Ofsted under the Supported Accommodation (England) Regulations 2023.

SafeSpace have a youth homelessness prevention service called HAPI (Homelessness Awareness Prevention Interventions) which is available to young people aged 14-25 years in Pendle, Burnley and Rossendale providing support to young people in crisis in relation to their housing needs.

Evolve delivers a number of community wellbeing programmes and aims to develop the pathway to independence to support wellbeing, personal development and opportunities for individuals in our communities. Evolve programmes are delivered by experienced workers and our counselling service is delivered by qualified counsellors who are fully insured and comply with BACP regulations.

Evolve provides:

- Education, employability and life skills programmes for individuals addressing barriers to engaging in education or employment
- Counselling programmes for PAC service users or individuals in the community
- Peer parenting support groups for parents with children with emotional or mental health needs
- Youth work provision
- Training around Mental Health First Aid and Suicide Prevention

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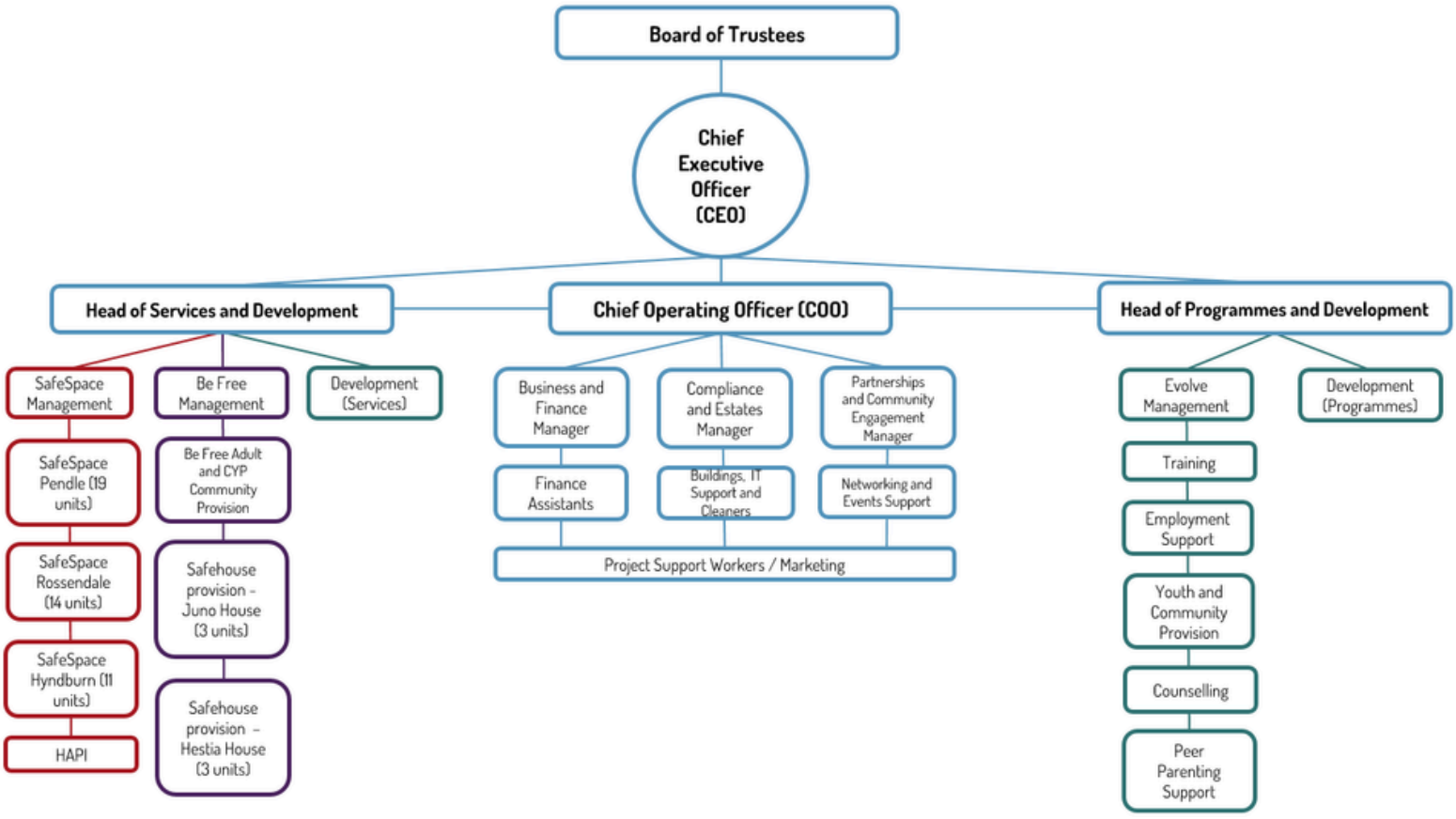
OUR ORGANISATIONAL STRUCTURE



PAC Positive Action in the Community

STAFF BENEFITS

VALUES LED ORGANISATION

Our teams work within and drive our values led organisation, supporting the balance of work wellbeing and personal values.

PROFESSIONAL DEVELOPMENT

Access to ongoing professional development, in line with your role.

ANNUAL LEAVE

22 days per annum plus flexi bank holidays, with an additional 5 days after 5 years service (all pro rata).Option to purchase an additional 5 days per year.

ORGANISATIONAL SICK PAY AND SUPPORT

Incremental sick pay following 12 months service (upto 12 weeks full pay and 12 weeks half pay). Access to occupational health assessments. Access to counselling and support.

SUPERVISION AND SUPPORT

Regular supervision with your line manager, planned and unplanned. Access to debriefing, case management, external supervision/ counselling and annual performance appraisals.

EYE CARE VOUCHER & CYCLE TO WORK SCHEME

Contribution to your eye care check ups/ optical requirements. Access to the cycle to work scheme.

MONTHLY PAY

Including adjustments to ensure pay is received in a timely way due to bank holiday interruptions. Regular optional overtime available throughout the Charity.

INCREMENTAL PAY SCALE

Pay policy in place, incorporating annual incremental increases based on performance.

PAC AWAY DAYS

Annual away days form part of our offer, creating opportunities for innovation, engagement and PAC wide relationships.

ANNUAL PAC AWARDS

A fun celebration of key contributions from individuals and teams, voted for by yourself and your colleagues, delivered with a get together and fun celebrations.

JOB DESCRIPTION

Job Title: Casual Domestic Abuse Support Assistant
Project: Be Free
Grade: Scale 2, SCP 3
Responsible to: Domestic Abuse Project Manager
Responsible for: None

The main objectives to be achieved by the post holder

1.1 To work as a member of the Be Free team; providing a high quality frontline service to victims of Domestic Abuse through Be Free's specialist community and accommodation based services
1.2 To be a first point of contact for the service; responsible for processing and responding to new referrals and requests for support
1.3 To maintain a working knowledge of PAC policies and procedures and comply to all

Support

2.1 To effectively respond to all aspects of referrals and requests for support received via the Be Free helpline, live chat, email, messaging and social media platforms ensuring referrals and requests for support are processed inline with initial engagement procedures
2.2 Act as a first point of contact; supporting members of the local community who are victims of Domestic Abuse and those who are referred nationally to our safe accommodation, in a sympathetic manner to encourage use of the project and its services
2.3 To lead on initial contact with victims, providing telephone and digital support to address urgent and unmet safety needs prior to initial assessment
2.4 To respond to calls from members of the public who are worried about someone they know; providing initial advice, support and guidance in response to their concerns
2.5 To produce support and safety plans in line with urgent and unmet safety needs that require action prior to initial assessment; reviewing such plans ensuring that needs are met
2.6 To ensure that risk assessment, needs assessment and risk management procedures are followed at all time

Administration

3.1 Contribute to the effective running of all administrative systems and procedures for Be Free
3.2 Maintain accurate and confidential case records
3.3 Complete necessary monitoring for the project to ensure outcomes are achieved and learning is gained
3.4 Comply with data protection legislation, confidentiality and information sharing policy and procedures and all
legislation connected to your work in order to uphold standards of best practice
3.5 Contribute to annual service reviews in relation to servicer user feedback and best practice

Health and Safety

4.1 Support the Charity in ensuring that buildings and grounds are safe at all times and contribute to safety procedures and risk assessments on a regular basis and ensure compliance with legislation.
4.2 Comply with all aspects of Health & Safety and risk assessments within the project and contribute to the regular review of all Health and Safety procedures.
4.3 To report any Health & Safety concerns immediately and take appropriate action to minimise any risks identified.

Finance and Resources

5.1 Comply with PAC policy and procedures for handling and recording petty cash.
5.2 Ensure compliance in the collection and completion of all monitoring and reporting processes.
5.3To gain authorisation for the purchasing of appropriate and cost-effective safety measures for victims of Domestic Abuse to increase their safety.

Working with others

6.1 To effectively communicate internally and externally on a daily basis within policy and procedures
6.2 To be understanding and non-judgemental to service users' circumstances and lifestyles
6.3 To work in a way which demonstrates respect for and understanding of the diverse needs and choices of service users
6.4 To respect and value the diversity of the community in which the services works in, and recognise the needs and concerns of a diverse range of survivors ensuring the service is accessible to all
6.5 To provide advocacy on behalf of service users, representing their views and put forward professional views
6.6 To refer clients to other services to meet unmet needs that cannot be met by the project
6.7 To support other team members in carrying out their duties effectively, including the effective communication of relevant information during handovers and in line with PAC procedures
6.8 To participate in team working and events, including meetings and training. Participating in learning opportunities relevant to the post including all mandatory training courses either face to face or E-Learning

Additional Requirements

7.1 To work flexibly in order to meet the needs of the service
7.2 To engage in regular supervision with your line manager, attend team meetings, annual appraisals and external counselling
7.3 To engage in team meetings and consultation to review project progress and contribute towards project planning
7.4 To complete mandatory training and attend development days
7.5 To positively promote the Charity's ethos, activities, development and profile to service users and the wider community, including participation in publicity and fundraising events as required
7.6 To fully understand and comply with PAC's safeguarding policies and procedures for child protection and the protection of vulnerable adults

In addition, other duties at the same responsibility level may be interchanged with/added to this list at any time.

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PERSON SPECIFICATION

Essential Criteria – Successful applicants must have:

8.1 Personal or work experience of helping people in need
8.2 A good understanding of Domestic Abuse including the impact of Domestic Abuse on victims, children and the wider community
8.3 An understanding of the principles of risk assessment, safety planning and risk management for victims of domestic abuse and their children
8.4 An ability to communicate effectively in a variety of formats with a range of agencies and service users
8.5 An ability to contribute to an individual's support plan delivery
8.6 An ability to work as an effective team member.
8.7 A clear understanding of confidentiality and safeguarding policy and procedures
8.8 Be computer literate and have the ability to maintain client records and monitoring information in a clear and accurate manner.
8.9 An ability to work sensitively in a multi-cultural environment
8.10 An ability to work on your own initiative
8.11 An ability to organise and prioritise work
8.12 An understanding of equal opportunities, non-judgemental attitudes and be committed to these principles
8.13 An ability to be empathetic with service users and act with integrity and respect with all service users, agencies and individuals
8.14 An ability to work flexibly and sometimes unsociable hours
8.15 To possess/gain and maintain a satisfactory enhanced disclosure and barring service check

Desirable Criteria – Applicants with these requirements are more likely to be successful.

9.1 Relevant qualification e.g. Health & Social Care, Social Work, Youth Work
9.2 An awareness of existing local and national services available for victims of domestic abuse
9.3 A working knowledge of child protection and protection of vulnerable adults procedures and the legal responsibilities surrounding these issues.

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EQUALITY, DIVERSITY & INCLUSION STATEMENT

Equality, diversity and inclusion is about valuing differences and creating an environment where everyone has an equal chance to live, learn and work, free from discrimination and prejudice and to be included. To this end, PAC and its projects wholeheartedly support the principles of equal opportunities in employment and service delivery and oppose all forms of unlawful or unfair discrimination on the grounds of colour, race, gender, being transgender, appearance, age, disability, faith, ethnic or national origin, sexual orientation, marital status, maternal status, being pregnant, being married or in a civil partnership, or HIV status. PAC recognises that certain groups of people in society are denied equal opportunity and suffer discrimination. Therefore PAC is committed to developing an effective equal opportunities policy and plan to provide equal treatment, equal access and equal benefits, and strives for good practice in all its area of work including services to clients; in its practice as an employer and in the way it works with other organisations, both statutory and voluntary. PAC recognises that equal opportunities must be actively promoted, implemented and monitored, and that policies must be reviewed on a regular basis. We do not discriminate against staff or those coming into contact with us via our services on the basis of age, disability, gender reassignment, marital or civil partner status, pregnancy or maternity, race, colour, nationality, ethnic or national origin, religion or belief, sex or sexual orientation (protected characteristics).

ENHANCED DBS REQUIREMENT

Your attention is drawn to the fact that this post is covered under the Rehabilitation of Offenders Act 1974 (Exemptions) Order 1975 and you should declare any convictions. If successful at interview, an Enhanced Criminal Record Certificate will be sought from the Criminal Records Bureau before confirmation of appointment. It is suggested that you take appropriate advice if you are in doubt as to the correct answer to give.

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HOW TO APPLY

For more information about this role, you can make contact with us in the following ways:

Email: recruitment@p-a-c.org.uk

Call: 01282 227649

If you would like to proceed in applying for the post please complete the application form that accompanies this pack. Please do ensure that you complete all sections of the application including the monitoring information.

Statement on the use of AI

Please note, whilst we are aware of the true benefits and advancements of the use of AI, we ask that an application is produced with your own words, reflecting your direct knowledge and experience. We reserve the right to eliminate applications that we believe have not been directly produced by the applicant.

Thank you again for considering this role, we look forward to receiving your application.