



A FUTURE WITHOUT  
DOMESTIC ABUSE



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# Tenancy Sustainment Officer

Candidate Brief

March 2026

# Welcome

We began the latest chapter of our journey in April last year when we were recommissioned to provide all domestic abuse services in mid, west, and north Essex. With the commissioned services now including our amazing services for children and young people - it now means that we have several years security for all our services. We are dealing with an ever-rising demand on our services, but we continue to have ambitious plans for how we can expand our services and grow our funding to enable us to continue to support those who need us. With this in mind we have recently increased the number of dispersed housing options we have available for our clients, which has led to this recruitment.

Our work is all about supporting individuals who have experienced or are experiencing domestic abuse. We understand the power that simply believing, and offering a non-judgmental, trauma-informed response, can have. We all work together in the shared belief that every single person has the right to live their life free from domestic abuse and our practitioners work tirelessly to support and advocate for our clients to help them achieve this.

We have a brilliant team of people, providing amazing, life-saving services and currently we're looking for someone to join our amazing Accommodation team.

If this role sounds like it's the right challenge for you, don't hesitate to get in touch.

*Beverley Jones*

CEO



# About Next Chapter

Next Chapter was established in 1975, on the back of the second wave of feminism just as domestic violence was being formally recognised as a crime and the first legislation (Domestic Violence and Matrimonial Proceedings Act 1976) dedicated to combatting domestic violence was enacted.

Initially called Colchester Women's Aid, following the establishment of the Women's Aid Federation, and more recently Colchester & Tendring Women's Refuge, the decision to change our name to Next Chapter was in recognition of our much wider remit, not least our move to support male victims, and our collective desire to provide the organisation with an identity that reflected our aspirations and values.

Next Chapter is now a widely respected and valued provider of expert, specialist domestic abuse services. Our practitioners have worked hard to help us build our strong reputation for delivering expert specialist services in a professional, but compassionate and trauma-informed way, working in partnership wherever we can to help achieve the very best possible outcomes for our clients.

Read more about our vision, mission and values on pages 4 and 5.

**“ We have been humbled by the work Next Chapter are doing to support victims in traumatic situations and we salute the team at Next Chapter who are listening to the stories and doing their utmost to support those in these difficult times. ”**

Alex Patterson, Head of Business Partners  
Active Digital



## Working at Next Chapter

Next Chapter is a focused and responsive organisation that thrives on partnership working and a deep passion for supporting victims of domestic abuse, advocating for the most vulnerable in our society and challenging decisions, systems and individuals that create barriers to our clients achieving safety or impacting their wellbeing as they work towards their life free from domestic abuse.

Our staff are committed to and positive about the difference we make to people's lives. We're building links with our communities to shine a light on the hidden harm of domestic abuse and to build capacity in a range of organisations and individuals to recognise the signs of Domestic Abuse and to have the confidence to offer help and know where to refer for specialist support.

“ “ Fantastic team of staff in all areas of the organisation, all supportive of one another and want to work towards our main goals of helping survivors be free

Domestic Abuse Practitioner ” ”

We work with survivors of domestic abuse to help them make choices **to reclaim their lives** and begin their next chapter

**A FUTURE WITHOUT  
DOMESTIC ABUSE**



Life without  
domestic  
abuse

our vision

The Next Chapter (East of England). We work across the areas of Tendring, Colchester, Maldon, Chelmsford, Braintree and Uttlesford, providing free and confidential services to support people who are currently experiencing, or have previously experienced domestic abuse.

our mission

“To provide rapid responses to domestic abuse that increase safety for all victims, enabling them to rebuild their lives and create lasting change.

We believe in raising awareness through education, training & partnerships in our community.”



# our values

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## Courageous

We are brave and have strength for the people we support. We empower them to have a voice and where they are unable, we will speak the truth and advocate on their behalf. We will protect our women-only spaces and challenge violence against women and children in all its forms.

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## Trustworthy

We will develop trusting relationships, providing an emotionally and physically safe environment for the people we support. We will be honest, respectful, and reliable. We will always do the right thing and do what we say we will.

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## Inclusive

We are diverse, welcoming, approachable, and inclusive as employers, service providers and people. We promote unity, fairness, and respect; challenging ourselves to remove barriers and ensure equal access for those who might otherwise be excluded or marginalised.

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## Responsive

The people we support are at the heart of all we do. We ensure the support we provide is flexible and tailored to the needs of individuals. We are collaborative, understanding, compassionate and sensitive.

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## Exceptional

We are proud to be experts in our field, striving to always be the best we can be, to innovate, lead and to exceed expectations. We are committed to developing and skilling our staff to the highest standards and to being generous with our knowledge to increase awareness and understanding across our partner organisations.

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## Communication

We value each other's knowledge and opinions and understand the benefits of positive and constructive communication. We listen and hear each other, adapting our style and language to the needs of the individual.

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## Teamwork

We value and respect each other and celebrate our differences. We know that we are always stronger, happier and more effective when we work together. We strive to always support each other and learn from each other.





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All the time that domestic abuse exists, individuals will need us to help make safety possible. With our support they are empowered to reclaim their lives and choose the next chapter in the future they want.

”



## Current and Future Priorities

- To achieve a strong, positive & consistent NC culture across all services, to build the environment where our people can be the best they can through regular and meaningful staff engagement, and the development of a linked set of behaviours, consistent use of our Performance Management framework, and the development of our People Strategy.
- To be recognised and valued as the “go-to” expert specialist provider of DA services in mid, west & north Essex by seeking out opportunities and platforms to increase the visibility of our services, increasing our specialist qualifications & expertise within teams, and developing an engagement and marketing strategy to actively promote our specialist services, quality of outcomes for our clients and the impact of our services.
- To deliver consistently high-quality specialist & inclusive services from crisis through to recovery by actively seeking meaningful participation from survivors to shape service delivery and remove barriers, undertaking gap analysis & reshaping services where appropriate by establishing funding streams or strategic partnerships to deliver “recovery” services, and developing and maintaining partnerships with organisations representing marginalised communities.
- To increase the medium-term security of non-commissioned services by developing strategic relationships and alliances with key funding bodies, developing a strategic approach to impact & outcomes reporting as well as research projects to support funding applications, and developing a strategic approach to horizon-scanning for funding opportunities.
- To develop and grow the range of strategic and operational partnerships by developing organisational skills and behaviours relating to positive partnership working and developing a strategic partnership register with action plan to shape our approaches.
- To increase our ability to influence attitude, policy and practice at a local, regional and national level by generating opportunities for NC to speak & lobby and by developing our own position and stance on current issues facing the sector



[/Visit our websites/](#)

<https://www.thenextchapter.org.uk>

<https://men.thenextchapter.org.uk>

<https://nest.thenextchapter.org.uk>

# our services



Refuge  
and  
Recovery

with specialist support



Community  
Support

with domestic abuse  
practitioners and IDVAs



Children &  
Young  
Persons  
Service

with practitioners  
and support workers



# The Role

We are proud that our main focus is to ensure that as much of our funding as possible goes towards our frontline services to maximise the support we can provide. We know that our sole purpose is to support individuals who are experiencing domestic abuse, and this is delivered through our frontline teams – that makes you the most important people in our organisation.

## **Purpose of the role**

You will be responsible for providing high quality trauma informed tenancy support to our residents to help them sustain their tenancies and improve their overall quality of life. You will be working with colleagues and other statutory and voluntary agencies to assist our tenants to access support and help keep them safe, and to rebuild their lives.

You will be responsible for all tenancy related resident activities relating to support and engagement, from when a client enters the service to when they leave. You will work in collaboration with the Accommodation Team to ensure a holistic and client centred approach to the support provided.

This role requires you to be physically able to carry out the necessary tasks.

This is a great opportunity for individuals who are committed to helping survivors to break the cycle of domestic abuse and support their recovery.

## **Main responsibilities**

- Provide personalised tenancy support to residents to help them manage their tenancies effectively, including admission arrangements, advice and compliance on rent payments, property care, understanding and monitoring their tenancy agreements, as well as departure arrangements.
- Assist residents in accessing welfare benefits, grants, and other financial assistance to prevent rent arrears and potential evictions.



- Work collaboratively with the Accommodation Team to ensure that residents are supported consistently in a co-ordinated way on all matters relating to their tenancy, including taking any necessary actions within the warning systems procedure to secure compliance.
- Effectively manage a case load across multiple sites to work with residents to develop and implement housing action plans that address their individual needs, aiming to improve their independence and quality of life.
- Work collaboratively with colleagues, landlords and external agencies to coordinate support for residents.
- Maintain timely, accurate and confidential records of resident interactions, support provided, and outcomes achieved using the On Track case management system. Ensure that all mandatory information is maintained and kept up to date.
- Ensure that all safeguarding measures are always delivered in respect of the service-users and their children and that you adhere strictly to policies and procedures in respect of safeguarding adults at risk and children.
- Carry out weekly room checks and take any appropriate action and provide guidance to ensure quality and safety of living arrangements, making appropriate referrals as needed, and carrying out risk assessments.
- Carry out housing management activities such as rent collection, reporting maintenance issues and tenancy management.
- Work flexibly and be responsive to ensure the best outcomes for our residents.



- Act in a professional manner at all times, communicating effectively, building and sustaining effective and appropriate relationships at all times with residents, colleagues and partners.
- Respect and value the diversity of the community in which we work and recognise the needs and concerns of a diverse range of residents ensuring the service is accessible to all.
- Maintain high standards of professionalism and keep abreast of current legislation, standards, best practice and maintain a focus of continuous improvement.
- Be prepared to undertake any other duties commensurate with the level of responsibilities for the role.

## About You

We're looking for applicants who are passionate about supporting victims of domestic abuse and making a difference.

Ideally you will have experience of working with victims who have experienced domestic abuse and its impacts, you will have strong casework management skills and good knowledge of trauma-informed care. You will have a knowledge of safeguarding procedures and relevant legislation.

You will also have excellent communication and advocacy skills. A friendly, flexible 'can do' attitude is essential for this role, in which will need to work within a multi-agency, partnership environment to secure the very best outcomes for our residents.



We hope you will have experience in working with risk and will understand the dynamics of risk and how to effectively mitigate risks with a robust safety plan which is devised with each resident and considers their needs and circumstances.

We require you to be mobile as this role will work across all our dispersed accommodation and therefore a valid driver's licence and access to a motor vehicle is essential.

**This post is open to female applicants only as being female is deemed to be a genuine occupational qualification under Schedule 9, Paragraph 1 of the Equality Act 2010**

**After 6 months you will have successfully:**

- Completed the mandatory induction process and associated training and learning modules.
- Completed or on-track to successfully complete your probation period.
- Established positive and collaborative working relationships within our Accommodation team.
- Established positive and collaborative working with our residents.
- Developed positive and collaborative working with colleagues in our DAP, IDVA, Duty, Refuge, CYP and Business Services teams.
- Established a positive working relationship with key partner agencies.
- Developed a network of contacts within Next Chapter so you know who to go to for advice and support, particularly for issues outside your area of expertise.



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## What **you** can expect from us:

- A warm welcome into our Next Chapter family
- A genuine interest in you and what you bring to Next Chapter
- A deeper understanding of the support available for women, men and children who are experiencing or have previously experienced domestic abuse
- A commitment to equal opportunities and an inclusive environment which celebrates difference and allows our staff to flourish
- Opportunities for personal and professional development
- A commitment to your wellbeing, with a range of benefits including EAP, flexible working, a generous leave allowance and an enhanced occupational sick pay scheme and occupational maternity scheme

## What **we** expect from you:

- Demonstrating an understanding and commitment to Next Chapter's vision and values
- Commitment to and an understanding of safeguarding best practice in relation to children and adults
- Respecting and observing professional integrity in relationships with clients, peers, and other relevant professionals
- A responsibility for your own health and safety and that of your colleagues, our clients and any visitors, a willingness to follow established systems of work
- Be committed to helping build an organisation that respects and values the diversity of all staff, making our services accessible and inclusive, regardless of a person's protected characteristic
- Treat all information as confidential and comply with appropriate policies

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a shared  
commitment



# Terms and conditions

|                                     |  |
|-------------------------------------|--|
| <b>Contract</b>                     | This is a full-time contact.   |
| <b>Salary</b>                       | £26,821 per annum. On call duties are paid separately.   |
| <b>Benefits include</b>             | Contributory Pension Scheme: Equipment, learning and development tailored to your level of experience. Benenden Health subsidised healthcare package.  |
| <b>Hours</b>                        | Standard hours are 7.5 per day, with our normal working hours between 9am – 5pm. Due to the nature of the role, you may be required to work flexibly to fulfil your role successfully. There is no overtime allowance but time off in lieu (TOIL) may be taken in agreement with your line manager and in accordance with organisational procedures. |
| <b>Leave</b>                        | Paid annual leave for 25 days per annum, plus 8 public holidays. After 2 years, leave entitlement increases by 2 days, rising a day a year thereafter to a maximum of 30 days and pro rata for each partial leave year.  |
| <b>Expenses</b>                     | You will be reimbursed all reasonable expenses which are incurred by you in the proper performance of your duties.   |
| <b>Location</b>                     | Next Chapter premises are in Colchester and your place of work will ordinarily be one of these locations. You may be required to attend meetings in other locations as may be reasonably required in order to fulfil your role successfully.   |
| <b>Occupational Sick Pay Scheme</b> | 1 week full-pay during your probation period. After successful completion of probation period, 12 weeks full-pay, and 12 weeks-half pay in any 12-month period.  |
| <b>Notice period</b>                | 4 weeks' notice is required.   |



To apply for the position of Accommodation Domestic Abuse Practitioner please complete our application form using the following link.

<https://forms.office.com/e/b41z7T2Mkz>

Please also complete our voluntary monitoring form to help us meet the aims of our equality policy.

<https://forms.office.com/r/UN7CEQb882>

### **Closing date for applications**

**Monday 23<sup>rd</sup> March**

### **Interviews**

**Tuesday 31<sup>st</sup> March**

If you would like an informal conversation to discuss this role further, then please contact Joanna Harbrow-Harris (joannahh@thenextchapter.org.uk) to arrange a call.

how to apply

Tenancy  
Sustainment  
Officer





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<https://www.thenextchapter.org.uk>

A photograph taken from a high angle looking down at a person's feet on a concrete pavement. The text 'PASSION LED US HERE' is painted in large, bold, reddish-brown capital letters across the pavement. The person's feet are wearing dark blue sneakers with white laces and soles. The scene is outdoors, with shadows of trees and buildings cast across the pavement.

**PASSION LED US HERE**