Next Chapter

A FUTURE WITHOUT DOMESTIC ABUSE



Accommodation Domestic Abuse Practitioner

Candidate Brief

November 2026

Welcome

We began the latest chapter of our journey in April 2025 when 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 and have recently had a significant expansion of our accommodation services. Our recent success in achieving additional funding means that we are now looking to expand across all our services to enable us to support those who need us.

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 as part of our current expansion, we're looking for someone to join our amazing accommodation team in this brand new role.

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 DA 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



our vision

A world where everyone can live safely, with dignity and respect, free from domestic abuse and sexual violence

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

Grounded in the voices of survivors and the strength of our communities, we empower individuals and families to rebuild their lives, free from harm, fear and injustice. Working collectively toward a safer, more equitable future for all. We advocate boldly for lasting change to end domestic abuse and sexual violence.

our values

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.

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.

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.

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.

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.

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.

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.



“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

- Financial Resilience: We will diversity and strengthen our income streams to safeguard our long-term sustainability, irrespective of fluctuations in the funding environment. Financial resilience means stability, flexibility and the ability to invest in our people and innovative solutions that improve the quality of our services and outcomes delivered.
- Services for Communities: Grounded in the voices of those we serve, we place their voices, experiences, and feedback at the centre of everything we do. We will combine meaningful client engagement with robust data and insight to shape our services, inform strategic decisions, and strengthen our advocacy.
- Breaking the Cycle: Our goal is to tackle generational trauma and abuse, to create lasting, positive change for individuals and the wider community. We will respond to immediate crisis needs and invest in prevention, early intervention and recovery.
- Reputation, Voice and Influence: We are grounded in the voices of those we serve. We will use our position as a leading expert to raise our voice and increase our visibility.
- We will be confident and bold in actively shaping local, regional and national decision-making to influence policy, challenge harmful societal attitudes and drive best-practice.
- Agile Organisation: We support and invest in our people, recognising them as our most valuable asset. We deliver high-quality, responsive services through strong quality assurance, effective use of technology, and ongoing development of our people, volunteers and Trustee Board.

What this should mean to you as an employee…

I know that I am valued. The organisation genuinely cares about my wellbeing and actively supports my development and growth, empowering me to contribute to a sector-leading organisation that drives meaningful change.

our services

/Visit our websites/

https://www.thenextchapter.org.uk
https://men.thenextchapter.org.uk
https://nest.thenextchapter.org.uk

Community Support

with domestic abuse practitioners and IDVAs

Refuge and Recovery

with specialist support

Children & Young Persons Service

with practitioners and support workers

The Role

We are proud that our main focus remains 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 provide high-quality trauma informed specialist domestic abuse support to residents, and their children as a family unit who reside in our refuge and dispersed accommodation.

You will work closely with all Next Chapter services and other statutory and voluntary agencies to accept referrals to the service and signpost residents for any additional support required.

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

- Work as part of the Accommodation Team to assist with all referrals to deliver an initial needs and risk assessment with the client within the specified timescales, initiating plans to manage and address risks, needs and immediate safety.

- Provide a needs-led, trauma informed approach to provide support to clients and their children in refuge and dispersed accommodation, delivering an individually tailored structured support plan. Ensure the support plans are regularly reviewed with the clients to reflect their current situation and priorities.

- Deliver one to one support to victims of domestic abuse to aid their recovery from the trauma of domestic abuse.

- Work closely with the Facilities Team to ensure that residents are supported consistently in a co-ordinated way on all matters relating to their tenancy.

- Work with residents to ensure they comply with all License and Housing Agreement conditions, including service charge payments. This may include, in discussion with the Accommodation Services Manager, taking any necessary action within the warning system to secure compliance.

<u>General</u>

- Act as an advocate for Next Chapter – its vision, mission, and values – at networks and meetings.

- Work collaboratively and as part of a team to undertake any duties that might be required for the safe and effective running of the organisation and the services we provide.

About You

We're looking for highly organised and self-motivated applicants who are passionate about supporting victims of domestic abuse.

Ideally you will have experience of working with victims who have experienced domestic abuse and its impacts, you will have strong coordination 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.

You will have experience and understanding around the importance of creating safe spaces for clients to emotionally heal from their trauma and you will thrive in holding that space for them and leading by example by demonstrating a strong commitment to your own empowerment journey.

We require you to have 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.
- Established positive and collaborative working relationships within our Accommodation team.
- Developed positive and collaborative working with colleagues in our DAP, Duty, IDVA, CYP and Business Services teams.
- Established a positive working relationship with key partner agencies for the area you are working in.
- Developed your skills, experience and knowledge in supporting victims of domestic abuse.
- 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.

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
- 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 Benenden Healthcare, 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
- To seek learning opportunities to improve and broaden your knowledge and skills

a shared commitment

Terms and conditions

Contract	This is a full-time permanent role.
Salary	£26,821 - £28,250 per annum depending on qualifications and experience.
Benefits include	Contributory Pension Scheme: Learning and development tailored to your level of experience.
Hours	Standard hours are 7.5 per day, with our normal working hours between 9am – 5pm. 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.
Leave	Paid annual leave will be 33 days per annum, which includes an allowance for 8 public holidays as you may be required to work public holidays.
Expenses	You will be reimbursed all reasonable expenses which are incurred by you in the proper performance of your duties.
Location	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 to fulfil your role successfully.
Occupational Sick Pay Scheme	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.
Notice period	4 weeks' notice is required.

how to apply

Accommodation DAP

To apply for the position of Referrals 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

Tuesday 8th December

Interviews

Tuesday 15th December

If you would like an informal conversation to discuss this role further, then please contact Lorna Preece(lornap@thenextchapter.org.uk) to arrange a call.

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