



Join us

and see how your skills can
make a difference as a

Specialist Family Practitioner



Welcome

We're delighted you're interested in working with us.

Hello, I'm Saskia - Chief Executive at My CWA. Thank you for your interest in joining the team. Let me set out why we do what we do, and why we'd love to have you on board.

We are My CWA (formerly know as Cheshire Without Abuse), a Cheshire-based charity. We've been helping people impacted by domestic abuse since 1977.

Every year we help thousands of adults and children across the county through a wide range of services. These include crisis accommodation, recovery programmes, practical everyday support, and also behaviour change programmes for people who harm.

We're a close-knit, supportive bunch at My CWA and we value each and every member of our team. We hold a gold standard award from Investors in People, demonstrating our dedication to our employees.

Here your skills and talent can help those impacted by domestic abuse - the survivors, their children and those who harm and want to change their behaviour.

Having experienced domestic abuse during my late teens and entered refuge accommodation along with my three children aged 21, I have made a life-long commitment to helping others and I believe passionately that we can build a community where adults and children live free from the fear of domestic abuse. I am extremely proud of our team, staff and volunteers who work tirelessly towards this vision.

Our leader promise (see opposite) should give you a good idea of how we operate as a team. This promise is all about myself and the organisation's line managers staying true to our principles as leaders.

In some organisations, these principles are forgotten about or taken for granted. But we believe in being crystal clear.

By putting our leader promise down on paper, we're making a solid commitment to these values and to our team. We want to foster an amazing work environment where you can reach your full potential.

The Specialist Family Practitioner role is a vital part of our service. You'll be a key member of our Specialist Team, offering bespoke support plans to meet the unique needs of our clients. You'll work closely with clients who face additional barriers to domestic abuse support.

It's a rewarding job and an exciting opportunity for you to deliver pioneering, first-class services to those who need them. I hope you agree - and I look forward to receiving your application.



Saskia Lightburn-Ritchie,
My CWA CEO

we promise to...

Model our values

See you as a whole person

Ask and be interested in your opinion

Be supportive

Set clear expectations

Communicate openly and honestly

Value and recognise your contribution

Support and encourage
your development

Respect, challenge and encourage
you to be your personal best

About us

We have been standing side by side and supporting people impacted by domestic abuse for over 45 years.

Our history

Our organisation was founded in 1977 by the late Lily Jones. Lily Jones was a "gritty and determined" woman who dedicated her life to helping people escape from their abusers.

She arrived in Crewe in 1974 and, after running an action group that campaigned for women's rights, she set up what is now known as My CWA (Cheshire Without Abuse). After a long struggle to secure premises, Lily finally opened her women's refuge in 1983.

In the early days, she ran a helpline from her own home and, on several occasions, helped people move across the country herself to escape from their abusers. Lily even fought for funding while fighting her own personal battle against breast cancer. Lily sadly passed away 2003 - aged just 53 - but her commitment to helping families affected by domestic abuse lives on in the charity she set up.



Our services

Lily's legacy lives on in the multi-award-winning My CWA we know today. We offer a range of services, including a 24-hour helpline, refuge accommodation, practical advice, legal clinics, peer support groups and recovery and behaviour change programmes. We also offer specialist support for children and young people affected by domestic abuse.

Abuse can happen regardless of age, class, disability, gender identity, sexual orientation, race or religion. Last year alone, we helped around 3,000 people through our whole family approach supporting survivors, children as young as two and perpetrators who want to change their harmful behaviours.

Our services revolve around the needs and experiences of those who rely on us, with survivor input driving every decision we make. Through our commitment to constant improvement, we integrate survivor voice with the latest research to pioneer groundbreaking initiatives and continuously innovate across all services - ensuring we stay at the forefront of abuse prevention and intervention and can offer the most effective support for those who need it.

What our clients & partners say about us...

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"I honestly wouldn't have made it without My CWA's support."

"They helped me with everything...food, counselling...even getting a job."

"Until the Lifeline Course I didn't realise what effect my behaviour had on the kids... it made me realise I have to change, I've got to do it."

"We look to them for innovation and to identify patterns. They are always ahead of the crowd. My CWA are professional experts in behaviour change and we are proud to be a partner."

"CWA are the most pro-active; approachable and dynamic provider of all. "

"They are always innovative, respectful and forward looking. They walk the walk as well as talk the talk, putting survivors at the heart of all their work."

"A truly inspirational organisation who are held in high regard in Cheshire East."

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Our vision, mission & values



Our vision is to build a community where adults and children live free from the fear of domestic abuse.



Our mission is to help people impacted by domestic abuse.

Trust

We will lead by example, do what we say we will do, communicate openly and honestly, build effective relationships, strive for excellence and take ownership. We will never blame others when things don't go to plan, ignore problems or take short cuts.

Courage

We amplify the voices of our clients, think "how can we do this better?," dare to challenge and seek solutions, show resilience, actively challenge intolerance and resolve disagreements professionally. We will never dismiss the voices of others or be part of discriminatory or disrespectful behaviour.

Respect

We will treat everyone with positive respect, see the whole person and remove barriers. We will take responsibility for our own development, be a good team mate and bring positivity and enthusiasm. We will celebrate success and say thanks.



The difference we hope to make

We work tirelessly to help build communities where people live free from the fear of domestic abuse.

Communities

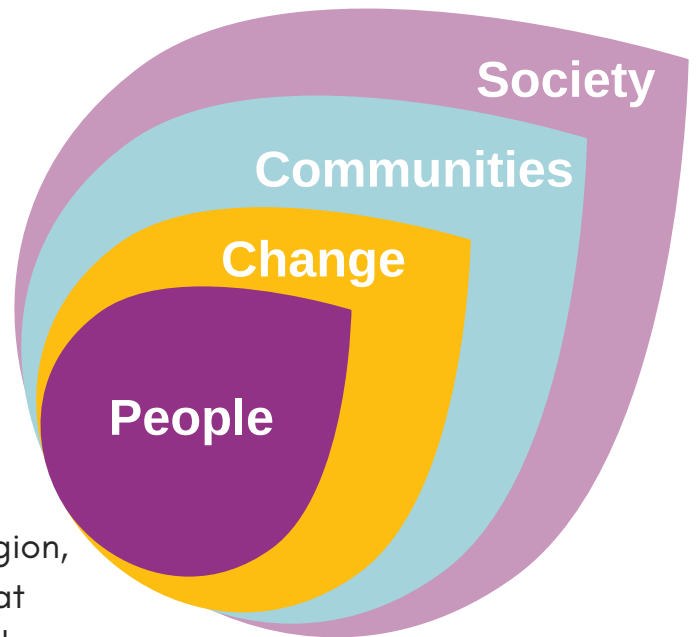
We will help and support those within our communities who have suffered domestic abuse.

Change

We will educate and support perpetrators seeking help to change their harmful behaviours, in order to protect survivors and children by breaking the cycle of abuse

People

We will support and respect everyone who comes to us for support - regardless of race, religion, disability or sexuality. We will treat everyone as an individual and tailor our support to their unique needs.



Specialist Family Practitioner

Job Title	Specialist Family Practitioner
Job Level.	Family Practitioner
Reports to	Specialist Service Manager
Contract type	Permanent, full-time, 37 hours/week
Remuneration	£28,371 per annum



Introduction

The role of **Specialist Family Practitioner** is pivotal to the delivery of our services and helping people impacted by domestic abuse.

You'll work closely with clients who face additional barriers to domestic abuse support.

It's a challenging and client-facing role. You'll need to be resilient and able to adapt and cope with change. **No two days are ever the same.**

We recruit for attitude and not necessarily qualifications. If you want to make a positive difference, we'd love to hear from you.

Equality, diversity & inclusion are at the heart of our work and play a crucial role in championing an inclusive approach to all our practice.

Our Team

You'll be part of the **close-knit, supportive** My CWA team and will work in a **dynamic, fast-paced environment.**

We'll support and nurture you in your role. All staff have a detailed induction when they join and there are plenty of development **opportunities to gain experience and grow.**

You'll be a **key member of our Specialist Team.** This team assesses clients' risks and unique needs, with the view to offering bespoke support plans to meet these needs.

The role

At a glance

- We are looking for a highly motivated Specialist Family Practitioner to join our team, to provide focused support, advice and guidance to clients who experience barriers around accessing domestic abuse services.
- This rewarding role will primarily involve managing a caseload of clients - prioritising their safety, assessing risk and unique needs; and contributing to the delivery of bespoke support to meet these needs.
- In this role, you will have the opportunity to collaborate directly with clients - individuals and/or families - empowering them to overcome barriers and access essential services.

Important to note:

- Role involves working outside core office hours.
- Travelling around Cheshire is essential for this role. Must be a driver with own car and business insurance.



Who we are looking for

Key Responsibilities

- Ensuring high-risk clients are referred to MARAC. Helping clients develop their own support network and utilise a full range of community support. This will include referring on and facilitating meetings with other agencies/services as necessary (e.g. solicitors, benefit agency, etc)
- Contribute support during busy times, responding flexibly to our busy, fast paced environment, and any other duties as required by your line manager including answering helpline calls.
- Participate in on-call, out of hours work - you must be able to respond to emergencies when you are on-call.
- Work within all My CWA policies and procedures, modelling My CWA behaviours and values both internally and externally, acting as an ambassador for the organisation at all times.
- Developing good practice across My CWA and partners and being willing to challenge and raise concerns where appropriate.
- Attend appropriate training and demonstrate commitment to professional development.
- Continuously develop professional expertise around domestic abuse in order to offer high quality advice and support to multi-agency colleagues.
- To keep high quality records, prepare court reports and contribute actively to the required monitoring of outcomes for the service.
- Keep up to date with safeguarding legislation and local practice and identify safeguarding and make appropriate referrals.
- Comply with My CWA's Diversity & Equality Policy in every aspect of your work and positively promote the principles of these amongst colleagues, clients and other members of the community. Demonstrate a commitment to equal opportunities, diversity and client involvement.

Skills, Capabilities & Personal Attributes

- Understanding of the dynamics and typologies of domestic abuse.
- Knowledge and experience of direct work with families who have complex needs and working with people from a wide range of backgrounds.
- A good standard of education. Be literate and numerate - with evidence of recent learning in a related field (e.g. social care, domestic abuse, probation)
- Understanding of Safeguarding for children and vulnerable adults.
- Commitment to continuing professional development.
- The ability to be self-reflective and able to embrace learning from experiences and feedback.
- Excellent interpersonal and communication skills.
- Strong organisational, report writing and communication skills.
- Assessment and support planning skills.
- Group work/training/facilitation skills.
- Proficient in basic computer applications, such as word processing, spreadsheets, and internet usage.
- Record keeping skills, organisation and planning skills.
- An ability to be open and non-judgmental.

Summary of terms

Contract Type

Full-time (37 hours per week plus working on call on a rota basis out of hours)

Permanent contract

- This will include working outside core office hours - at least two evenings per week - with clients and families who experience barriers to accessing services.
- On-call hours are paid additionally to salary.
- Working hours are usually agreed at offer stage.

Remuneration

£28,371 per annum

Annual leave

Full time staff have 27 days plus bank holidays.

After 2 years employment an additional day's holiday is added in April of each year up to a maximum of 32 days.

Probationary period

Three months.

Notice period

Four weeks' notice from the end of probation period.

Location

The role is based at the My CWA office, Mill House, Brook Street, Crewe, Cheshire CW2 7DE.

Travel

Travel around Cheshire is essential to this role. Must be a driver with own car and business insurance.

Pension

5% contribution into People's Pension scheme (after three months' employment).

Health & well-being programme

A range of health and well-being support services including paid well-being days and a staff well-being room. A mentorship and buddy scheme upon starting employment.

Other benefits

All staff who successfully complete probation are added into our Simply Health Insurance which includes free counselling, access to a GP and physiotherapy; support with dental and optician fees and advice on a wide range of general and legal matters.

LGBTQIA+

We recognise that gender and sexuality are represented in many different ways. We welcome applications from members of our transgender, lesbian, gay, bisexual, transitioning and non-binary communities.

We positively encourage applications and offer an inclusive and diverse working environment.

EDI statement

We encourage applications from all sections of our community, irrespective of age, disability, sex, gender identity, pregnancy, maternity, race (which includes colour, nationality and ethnic or national origins), sexual orientation, religion or belief, or because someone is married or in a civil partnership.

We want an inclusive organisation that reflects our community and where everyone feels empowered to bring their authentic selves to work and fulfil their potential. We believe our organisation will be a better, more creative and innovative place to work if we can harness the benefit of different perspectives.

My CWA is committed to making our recruitment practices barrier-free and inclusive for everyone. This includes making adjustments during the recruitment process and offering a guaranteed interview for deaf, disabled, ethnically diverse and neurodiverse people who meet the essential recruitment criteria.

If you wish to share this information with us, please complete our diversity survey:

<https://www.surveymonkey.co.uk/r/2LPBKTN>

If you need any adjustments for any part of the recruitment process please let us know in confidence, to discuss these.

How to apply

To apply for the role, please email Vicki Rawlinson-Coates at Vicki.rc@mycwa.org.uk

Please include:

- Your CV (no more than three pages)
- A short supporting statement (max two pages) that sets out why you are interested in joining us – and the skills, experience and motivation you would bring to the role
- Any dates when you would **not** be available to attend interview.



You can also call Vicki on **075137 22 081** if you have any questions.

Closing date: Monday 29th April 2024

First stage interviews for selected candidates: w/c Monday 6th May 2024
