

switchboard



connecting you to LGBTQ+ support

DOMESTIC ABUSE SAFE ACCOMMODATIONS CASEWORKER
APPLICANT INFORMATION PACK
July 2025



WELCOME

Dear Applicant,

Thank you for your interest in the position of Domestic Abuse Safe Accommodations Caseworker. On the following pages you will find more information about Switchboard, the role and how to apply.

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PROUD SINCE '75

Who Are We?

In 2025 we celebrate our 50th birthday, and this landmark makes Switchboard Brighton's longest-running LGBTQ+ organisation.

This is an important and exciting time to be joining our growing charity, and our vital work has never been more needed.

Switchboard amplify, connect and support LGBTQ+ people across Sussex. We serve over 5000 people every year through our 'by and for' services.

Our Vision

is an inclusive and diverse society in which all LGBTQ+ people can realise their own unique potential.

Our Mission

as a charity run by and for LGBTQ+ people, is to work to understand and respond to the needs of all LGBTQ+ communities in Sussex. We do this by listening, informing, and developing.

THE ROLE

Reports to: Domestic Abuse Service Manager

Location: Brighton & Hove

Salary: £26,500-£29,000, depending on experience

Contract: Full-time / 1 Year Fixed Term Contract

Switchboard, a local LGBTQ+ charity based in Brighton & Hove, is seeking a passionate individual to join our growing team of frontline domestic abuse practitioners across Brighton & Hove and Sussex.

This individual will work with survivors of domestic abuse who are at risk of homelessness or are experiencing additional housing needs due to their experiences of domestic abuse. The successful applicant will ensure the support is effective, trauma-informed, and compliant with legal and safeguarding requirements.

Applications will be accepted up to Monday 4th August 2025
Provisional interviews to take place in the week commencing 11th August 2025 at Switchboard's office in Brighton & Hove.

KEY RESPONSIBILITIES

Service Delivery

- Managing a caseload of domestic abuse survivors across Brighton & Hove who are at risk of homelessness.
- To support the empowerment of survivors, assisting them to recognise the dynamics of domestic abuse present in their own situation and help them manage this appropriately.
- To find create ways to promote and raise awareness of the service within local LGBTQ communities.
- To work with other organisations to ensure that the needs of LGBTQ individuals experiencing domestic abuse are understood and that best practice is shared with those wanting to ensure fully inclusive services.
- Advocating for high, medium, and standard risk victims with other agencies and organisations.

Safeguarding and Risk

- Act as Safeguarding Lead for the service.
- Ensure risk assessments (e.g., DASH), safety planning, and MARAC referrals are carried out effectively.
- Respond to safeguarding concerns and serious incidents in line with policy.

Partnership Working

- Build strong relationships with local authorities, police, health services, and other partners.
- Represent the service at MARAC, housing forums, and commissioning groups.

Strategy and Compliance

- Contribute to strategic development and implementation of policies.
- Ensure compliance with the Domestic Abuse Act 2021, GDPR, and local safeguarding protocols.
- Support grant applications, monitoring, and reporting.



PERSON SPECIFICATION

Qualifications and Experience

- Proven experience of supporting survivors of domestic abuse or working within a safeguarding or support role.
- Experience of working with vulnerable adults and/or families in crisis.
- Experience of conducting risk assessments and safety planning.
- Understanding of confidentiality, data protection, and safeguarding protocols.
- Experience working in accommodation-based or housing support services.

Knowledge

- Strong understanding of the dynamics and impact of domestic abuse, including coercive control.
- Knowledge of the legal framework around domestic abuse, housing, and safeguarding.
- Familiarity with the Domestic Abuse Act 2021 and its implications for safe accommodation services.
- Awareness of trauma-informed practice and intersectionality in supporting survivors.

Skills and Abilities

- Ability to manage a caseload effectively, ensuring timely support planning, case notes, and risk management.
- Skilled in using a range of communication tools and techniques to support clients with diverse needs.
- Ability to work independently and collaboratively within a team and with partner agencies.
- Competent in IT systems for case management, reporting, and communication (e.g., Word, Excel, CRM).
- Strong organisational and time-management skills, with the ability to prioritise in a fast-paced environment.

Personal Attributes

- Empathetic, non-judgmental, and client-centred approach.
- Commitment to empowering survivors and promoting independence.
- Resilience and emotional strength to work with people affected by trauma.
- Flexibility to work occasional evenings or weekends as required.
- Commitment to equality, diversity, and inclusion.

Desirable Criteria

- Relevant qualification (e.g., NVQ Level 3 or above in Health and Social Care, Domestic Abuse, or similar).
- IDVA (Independent Domestic Violence Advocate) or DASH Risk Assessment training.
- Knowledge of housing systems and tenancy sustainment.
- Experience working with children and young people affected by domestic abuse.
- Understanding of cultural competency and ability to work with people from diverse backgrounds.

OUR PROJECTS & SERVICES

Originally set up as a helpline in 1975, we've grown to deliver much more in response to needs we've identified.

This exciting new role will be supporting Switchboard to continue innovating, developing and delivering and developing services, by and for LGBTQ people in Sussex.

**Dementia
Support**

**Older
People**

**Training &
Consultancy**

**Trans &
Non-Binary
Social
Prescribing**

**LGBTQ
Night
Shelter**

**Helpline
01273
20 40 50**

**Engagement
& Research**

**Grief
Encounters**

**Domestic
Abuse**

HOW TO APPLY



If you are interested in this role, we would love to hear from you!

Please email luke.martin@switchboard.org.uk with a CV and cover letter of no more than 2 pages demonstrating how you meet the person specification.

Applications will be accepted up to Monday 4th August 2025

Provisional interviews will take place w/c 11th August 2025

PLEASE NOTE:

We recognise that Black and non-Black people of colour are under-represented in our team and we actively encourage applications from people from these under-represented groups. We value lived experience and unpaid work and labour in our recruitment processes.

All of our services operate from an explicitly trans inclusive standpoint. We believe trans people are who they say they are, non-binary identities are valid, and our services are focused on intersectional inclusion. Our service is for all genders and all LGBTQ sexual orientations. All employees and ambassadors of Switchboard are expected to represent these values in their work.

GDPR AND OUR APPLICATION PROCESS

DATA YOU SHARE WITH US

Any data that you share with us in your CV and supporting letter will be used for recruitment purposes only. We have a legitimate interest to some of this data in order to shortlist your suitability to the post.

WHO WILL SEE THE DATA

The only people viewing the data will be those receiving the application, those shortlisting for the post and those on the interview panel. Should you be offered the post, then the Administration Officer will then have access to your data to set up the HR systems that are required for the role.

WILL WE SHARE YOUR DATA?

Your data will not be shared outside of Switchboard. It maybe that an external stakeholder is invited to be on the interview panel and in this instance systems will be put in place to ensure that data does not leave Switchboard.

WHERE WE FIND CANDIDATE DATA

The only data that we would have about you is anything that you chose to share with us through your application form.

HOW WILL WE PROCESS YOUR DATA

Your data will be sent to us via email and will be kept on our shared drive for the purposes of shortlisting and, if shortlisted interview. Those shortlisting will have access to the shared drive and in the instance of an interview a copy of your CV and covering letter maybe printed in a hard copy for interviewers to look at. Any data that identifies you would be omitted from any hard copies printed and all copies would be destroyed after the interview process.

HOW LONG WILL WE KEEP YOUR DATA

All data will kept for one month after the shortlisting and interview process, after this time it will be destroyed. Should you be offered employment then this data may be transferred to your HR file.

YOUR RIGHTS

You have the right to be forgotten, to rectify or access the data we have about you, to restrict processing, to withdraw consent and to be kept informed about the processing of your data.

HOW WE PROTECT YOUR DATA

Our general privacy policy can be found <https://www.switchboard.org.uk/privacy-and-cookies/>