

Independent Domestic Violence Advocate (IDVA) Applicant Recruitment Pack

Sefton is a really great place to live and work



Welcome

Hi,

Thank you for your interest in the Independent Domestic Violence Advisor (IDVA) role within Sefton Council's Community Safety and Engagement Team.

This is a challenging yet highly rewarding opportunity for an individual who is passionate about supporting and advocating for victims of domestic abuse, and who can work effectively within a fast-paced, multi-agency environment.

You will play a vital frontline role in supporting high-risk victims, helping to safeguard them and their families through effective risk assessment, safety planning, and coordinated partnership working. The role requires strong organisational skills to manage a diverse caseload, alongside the ability to respond proactively and sensitively to complex and often high-pressure situations.

We are looking for someone who is empathetic, resilient, and committed to empowering individuals to make informed choices and regain control of their lives. You will need excellent communication and interpersonal skills, with the ability to work collaboratively with a range of professionals and agencies.

Confidentiality and professionalism are essential in this role, and we are seeking someone who can be trusted to handle sensitive information with discretion, always ensuring that the safety and wellbeing of service users remains central to all aspects of their work.

Best of luck!

Katy Ashcroft
Domestic Abuse Coordinator



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About the Borough of Sefton

Sefton is a confident and well-connected Borough, stretching from Bootle in the south to the coastal resort of Southport in the north. Home to more than 275,000 residents, Sefton encompasses a range of vibrant towns and communities, including Bootle, Litherland, Seaforth, Crosby, Formby, Maghull and Southport.

It is a fantastic place to live and work. As the northern-most Borough within the Liverpool City Region, Sefton offers a unique blend of beautiful coastline, countryside, attractive villages, thriving industrial areas and the busy Port of Liverpool.

With 22 miles of stunning coastline, Sefton is a leading coastal destination with a growing visitor economy. It is home to the iconic Antony Gormley *Another Place* installation, expansive beaches and protected sand dunes that support several rare species.

While each town and village has its own distinctive character, it is the people of Sefton who make the Borough truly special, creating diverse, welcoming and energetic communities in which to live, work, invest and visit.

Alongside its miles of golden sands, Sefton offers those who work here access to a world-renowned racecourse, prestigious golf courses, and National Trust nature reserves, ideal places to unwind, explore and enjoy leisure time.

The Borough benefits from excellent transport links, providing easy access to major North West cities including Liverpool and Manchester, and placing the Lake District and North Wales within reach for weekend breaks.

Whether you prefer vibrant town centres, friendly commuter towns, picturesque villages or stunning rural and coastal locations, Sefton offers a place to suit everyone. With house prices and rents typically lower than in neighbouring Liverpool and Manchester, you can enjoy coastal living while still being close to the buzz of city life.



Our Vision and Values

At Sefton Council, our vision is to deliver high-quality services that make a real difference to the lives of our residents, visitors, and communities. Everything we do is guided by a strong set of values that shape how we work and interact:



- **We put people at the heart of what we do** – ensuring our services are responsive, inclusive, and focused on improving lives.
- **We listen, value, and respect each other's views** – fostering a culture of collaboration and mutual respect.
- **We develop a culture of challenge, ownership, innovation, and improvement** – encouraging creativity and continuous development.
- **We are ambassadors for Sefton** – promoting the Borough positively and proudly representing our communities.
- **We are responsive and efficient** – delivering services that are timely, effective, and customer-focused.
- **We are clear about what we can and cannot do** – being transparent and honest in all our communications and actions.

These values underpin our commitment to excellence, inclusivity, and innovation, ensuring that Sefton remains a great place to live, work, and visit.

Our Successes and Key Projects

Sefton Council is proud of its recent achievements and ongoing commitment to delivering high-quality services. Our Adult Social Care services were recently graded Good by the Care Quality Commission (CQC), and our Children's Services also



achieved a Good rating from Ofsted. These successes reflect the dedication and professionalism of our teams and our focus on continuous improvement.

Alongside these achievements, Sefton Council is actively delivering a range of major capital projects that will transform the Borough and stimulate economic growth. These include the Marine Lake Events Centre in Southport, the Strand Shopping Centre redevelopment in Bootle, and exciting developments such as the Cove Resort and Enterprise Arcade in Southport. We are also proud to support cultural and community initiatives like Salt and Tar, Bootle's vibrant events space, which hosts live music, comedy, and family-friendly activities, bringing people together and boosting the local economy.

These projects form part of our strategic investment programme to attract private sector-led development and create vibrant spaces for residents and visitors. We work closely with local communities to ensure these projects reflect their needs and foster a sense of ownership and pride.

For more information on these projects and to stay updated on progress, visit the Sefton Council website at www.sefton.gov.uk

An Inclusive Workplace

We are committed to fostering an inclusive Council that reflects the diverse communities we serve. Our workforce brings a wide range of experiences and perspectives, and we value an environment where everyone feels respected, supported, and able to reach their full potential.

Sefton is proud to be the first local authority in the Liverpool City Region to achieve **Navajo** accreditation, recognising our commitment to LGBTQ+ inclusion. We are also a Disability Confident employer and continue to build a workforce that represents our communities.

We support several staff networks, including groups for Black and Ethnically Diverse colleagues, LGBTQ+ staff, women, disabled employees, and a Christian Workplace Group.

As an Equal Opportunities Employer, we base recruitment solely on skills, experience, and suitability for the role. All applicants are treated fairly, and we have also recognised 'care experienced' as a protected characteristic within Sefton.



For more information, please refer to our [Equality, Diversity and Inclusion Strategy](#)

Liverpool City Region Fair Employment Charter



Sefton Council is proud to support the Liverpool City Region Combined Authority Fair Employment Charter, an initiative that promotes fair, healthy, inclusive, and just workplaces across the region. The Charter celebrates good employers and encourages the highest standards in employment practice, including fair pay, secure work, opportunities for progression,

strong employee voice, and a commitment to staff wellbeing. By aligning with the Charter, we demonstrate our dedication to providing a fair day's pay for a fair day's work and to fostering an equitable and supportive working environment for all colleagues.

What We Can Offer You

- A supportive and collaborative working environment.
- An agile approach to working.
- Opportunities for professional development and career progression.
- A role where your work makes a real difference across the organisation.
- Flexible working arrangements supporting work-life balance.
- A strong commitment to equality, diversity, and inclusion.

You will benefit from a comprehensive local government employment package which includes the following:



- Competitive salary in line with NJC Local Government Pay Scales.
- Membership of the Local Government Pension Scheme (LGPS), providing a secure, defined benefit pension with employer contributions.

Annual Leave and Work-Life Balance

- Generous annual leave entitlement, 28 days annual leave rising to 33 days with 5 years continuous service.
- Additional public (bank) holidays.
- Flexible working options to support a healthy work-life balance, subject to service needs.
- Option to purchase additional annual leave.

Learning, Development and Career Progression

- A comprehensive induction programme.
- Access to a wide range of training, apprenticeships, learning, and development opportunities.
- Support for professional development and role related qualifications.
- Opportunities to develop your career within a large and diverse local authority.

Health, Wellbeing and Support

- Enhanced sick pay scheme.
- Employee wellbeing initiatives and access to occupational health support.
- Policies that promote physical and mental wellbeing in the workplace.

Family-Friendly and Inclusive Policies

Our family-friendly policies and flexible working arrangements help staff maintain a healthy work-life balance.

- Family friendly policies, including enhanced maternity, paternity, adoption, neonatal care and special leave to support with time off work to deal with issues when life events happen.
- A strong organisational commitment to equality, diversity, and inclusion.
- Reasonable adjustments and support to enable disabled employees to thrive.



Foster Friendly Employer Commitment

Sefton Council is proud to be a *Foster Friendly* organisation as recognised by The Fostering Network. We actively support employees who are foster carers or who are applying to foster by offering flexible working arrangements, paid time off for fostering-related meetings and training, and a workplace culture that recognises the vital role foster carers play in our communities.

This commitment helps ensure carers can balance fostering responsibilities alongside career, and reflects our dedication to supporting children, families, and those who care for them.

Additional Benefits

- Access to salary sacrifice and employee benefit schemes (where applicable).
- Opportunities to contribute to meaningful work that supports local communities.
- A supportive, values led organisational culture.
- Free parking at office bases (dependent upon the work location).

About the Role

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This is a pivotal frontline role within Sefton Council's Community Safety and Engagement Team. As an Independent Domestic Violence Advisor (IDVA), you will play a crucial role in ensuring high-risk victims of domestic abuse are supported, safeguarded, and empowered, enabling them to focus on their safety and longer-term wellbeing.

You will act as a key point of contact for service users and partner agencies, working within a fast-paced, multi-agency environment where professionalism, resilience and sound judgement are essential. Managing a complex and varied caseload, you will need to respond proactively to risk, ensuring support is timely, effective and centred on the needs of each individual.

Working closely with internal teams and external partners, including participation in MARAC and safeguarding processes, you will contribute to a coordinated response to domestic abuse. This role requires someone who thrives under pressure, can anticipate and respond to risk, and takes a structured and organised approach to managing competing priorities.

**Key responsibilities include:**

- Managing a caseload of high-risk victims, ensuring regular contact, review and effective case progression
- Undertaking risk and needs assessments and developing robust safety and support plans
- Prioritising workload effectively in line with risk and urgency
- Advocating on behalf of service users to access appropriate services and protect their safety
- Working collaboratively with a wide range of partner agencies to coordinate support and share information appropriately
- Maintaining accurate, timely and detailed records in line with service requirements
- Handling sensitive and complex information with the highest levels of confidentiality and professionalism
- Contributing to multi-agency meetings, including MARAC, and supporting safeguarding processes

This role is suited to someone who is passionate about supporting vulnerable individuals, committed to safeguarding and best practice, and confident working both independently and as part of a multi-agency team to achieve positive outcomes for service users.

Please see **Appendix A (page 10)** for a full copy of the Job Description and Person Specification.



Top Tips on How to Apply

Submitting a strong application gives you the best chance of progressing to the next stage of the recruitment process. The following guidance applies to all roles and will help you prepare a clear, compelling application:

1. Read the Job Description and Person Specification Thoroughly

- Make sure you understand the key duties, expectations, and essential criteria.
- Use the person specification as your guide when writing your application.

2. Provide Clear Evidence of Your Skills and Experience

- Show *how* you meet the criteria using specific, real examples.
- Consider using the **STAR method** (Situation, Task, Action, Result) to structure your responses.

3. Tailor Your Application

- Avoid generic statements. Focus on experience that directly relates to the role you are applying for.
- Demonstrate how your strengths align with the organisation's values and priorities.

4. Highlight Your Achievements

- Include examples of work you are proud of or significant contributions you have made in previous roles.
- Emphasise impact – improvements, efficiencies, positive outcomes, or innovations.

5. Be Clear About Qualifications and Training

- List all relevant qualifications and professional training, including dates and awarding bodies.
- If you are working towards a qualification, include expected completion dates.

6. Showcase Transferable Skills

- Skills such as communication, teamwork, problem-solving, digital literacy, and organisation are valuable across all roles.



- Provide examples that demonstrate these effectively.

7. Check Your Application Carefully

- Review your responses for clarity, spelling, and completeness.
- Ensure all sections of the application form have been filled in fully.

8. Submit Your Application Before the Deadline

- Note the closing date and allow plenty of time to prepare your application.
- Late submissions usually cannot be considered.

9. Prepare for Potential Next Steps

- If shortlisted, you may be invited to an interview, assessment task, or presentation.
- Be ready to discuss your experience, approach to work, and examples of how you meet the role's requirements.

Application and Selection Information

The closing date for this vacancy is **Monday, 7th September 2026** (or earlier in the event of high volume of applications being received).

Provisional interview dates are **W/C 14th September 2026**

We are an Equal Opportunities Employer; all candidates will receive equal treatment. Our decision to appoint will be based upon whether an individual's skills, experience, qualifications, and abilities make them the most suitable candidate for the role.

All disabled and care experienced applicants will be offered an interview where they meet all essential criteria on the person specification.

Please ensure that you meet all the essential criteria outlined in the person specification before submitting your application. Only applicants who demonstrate that they meet all essential criteria will be considered and invited to interview.



Appendix A – Job Description and Person Specification

Post: Independent Domestic Violence Advisor (IDVA)

Directorate: Communities

Location: Agile / across Sefton

Division: Community Safety & Engagement

Grade: G £ 33,673 to £ 37,563

Reporting to: Domestic Abuse Coordinator

Term: Fixed term until 31st March 2027

Purpose of the Role

To provide a high-quality frontline service to high-risk victims of domestic abuse, supporting them to remain safe and recover.

The postholder will work within a multi-agency framework, including MARAC and wider partnership responses, to advocate on behalf of service users and ensure coordinated and effective support.

MAIN DUTIES

1. Provide proactive crisis intervention, advice and support to victims of domestic abuse, ensuring their safety and that of their children.
2. Undertake risk and needs assessments using recognised tools, identifying appropriate levels of support.
3. Develop and implement individual safety and support plans tailored to the needs and risks of each service user.
4. Manage and prioritise a caseload effectively, ensuring all cases are progressed appropriately and reviewed regularly.
5. Advocate on behalf of service users to help them access appropriate services, including housing, health, legal and social care support.
6. Support service users through the Criminal Justice System, explaining processes, rights and available options.
7. Work within MARAC processes, including making referrals, attending meetings, contributing updates and following up agreed actions.
8. Work collaboratively with partner agencies to deliver coordinated support, ensuring information is shared appropriately to safeguard service users.



9. Identify and respond to safeguarding concerns, following local procedures relating to children and vulnerable adults.
10. Maintain accurate, timely and confidential case records in line with data protection and service requirements.
11. Recognise and respond to the needs of individuals facing additional barriers to accessing support, ensuring services are inclusive and accessible.
12. Empower service users to understand their situation, make informed decisions and regain control of their lives.
13. Participate in multi-agency meetings and case reviews, contributing to risk management and service improvements.
14. Deliver or support training and awareness-raising activities for professionals where required.
15. Contribute to service development, team meetings and continuous improvement of processes.
16. Attend events and provide information and guidance to raise awareness of domestic abuse and available support services.
17. Work flexibly and in accordance with lone working procedures when meeting service users.

SPECIAL CONDITIONS

- ☐ Occasional work outside normal hours may be required.
- ☐ The role involves travel across the borough to meet service users and attend meetings. Casual car allowance will be payable as appropriate.
- ☐ This post is exempt from the Rehabilitation of Offenders Act 1974 and subject to an Enhanced DBS check.

GENERAL REQUIREMENTS

This job description is a representative document. Other reasonably similar duties may be allocated from time to time commensurate with the general character of the post and its grading.

All staff have a duty to take care of their own health & safety and that of others who may be affected by your actions at work. Staff must co-operate with employers and co-workers to help everyone meet their legal requirements.



The Authority has an approved equality policy in employment and copies are freely available to all employees. The post holder will be expected to comply, observe and promote the equality policies of the Council.

Since confidential information is involved with the duties of this post, the postholder will be required to exercise discretion at all times and to observe relevant codes of practice and legislation in relation to data protection and personal information.

The appointed person will be expected to work flexibly and the exact nature of the duties described above is subject to periodic review and is liable to change.

The appointed person will be expected to undertake, and participate in training, coaching and development activities, as appropriate to the role.

The post is customer facing therefore you must have the ability to fulfil all spoken aspects of the role with confidence through the medium of English.

Note: Where the postholder is disabled, every reasonable effort will be made to support all necessary aids, adaptations or equipment to allow them to carry out all the duties of the job.



PERSON SPECIFICATION

Post: Independent Domestic Violence Advocate

Department: Community Safety and Engagement

Personal Attributes Required	Essential (E) or Desirable (D)	Method of Assessment
Qualifications		
1. Literate and numerate	E	AF
2. IDVA or a related domestic abuse qualification	D	AF/C
Experience		
3. Proven practical experience in the domestic abuse field.	E	AF/I
4. Proven track record of advocating on other people's behalf	E	AF/I
5. Experience of using needs and risk management tools and undertaking assessments of vulnerable people	E	AF/I
6. Experience of managing a caseload	E	AF/I
7. Experience of using IT systems, such as Microsoft Office and Outlook	E	AF/I
8. Experience of recording and documenting information in a systematic way	E	AF/I
9. Experience of working within a multi agency environment	E	AF/I
10. Experience of developing and delivering training and awareness raising sessions	D	AF/I
Knowledge Skills & Abilities		
11. Good understanding of legislation and good practice relating to domestic abuse.	E	AF/I
12. Knowledge of safeguarding policies and procedures	E	AF/I
13. Ability to work to strict timescales, meet challenging deadlines and balance competing priorities successfully.	E	AF/I



14. Ability to anticipate and react responsively to situations when working under pressure.	E	AF/I
15. Self motivating with an ability to work on own initiative and as part of a team.	E	AF/I
16. Good analytical and problem solving skills	E	AF/I
17. Ability to develop collaborative working relationships with staff, other teams and partner agencies.	E	AF/I
18. A flexible and adaptable approach to work.	E	AF/I
19. Excellent interpersonal and communication skills with an ability to liaise with a wide range of audiences	E	AF/I
20. Ability to plan and manage potentially conflicting priorities	E	AF/I
21. Computer literate, particularly in Microsoft Word, Excel and Outlook.	E	AF/I
22. Knowledge of equal opportunities and anti-discriminatory practice and a commitment to ensure offers are accessible and appropriate to the diverse needs of residents.	E	AF/I
23. Knowledge of information management and governance protocols including General Data Protection Principles (GDPR)	E	AF/I
24. Commitment to continuous professional developing, including gaining an IDVA qualification if not already completed.	E	AF/I
Other		
25. This posts is registered as exempt from the Rehabilitation of Offenders Act 1974 and in accordance with the Police Act. The successful candidate must be able to obtain satisfactory Enhanced criminal record disclosure in order to be appointed to the post. In this respect a criminal record check will be taken prior to confirmation of appointment.	E	AF/I



Assessment Methods

AF: Application Form

I: Interview

C: Certificates

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