

ROLE PROFILE

DOMESTIC ABUSE NAVIGATOR (DAN)

Durham Team

Organisational Expectations

As part of our team, you're expected to deliver excellent service, follow best practices, and live our values. You're encouraged to share ideas, seek improvements, and treat feedback as a chance to grow, including completing any training needed for your role.

Everyone plays a part in promoting equality, diversity, and inclusion. As a proudly anti-racist organisation, we expect you to actively support this work.

You're responsible for your own health and safety and that of your colleagues, in line with our Health & Safety policies.

You must also follow all organisational policies and procedures, meet legal and regulatory requirements (including those from CQC, Ofsted, and others where relevant), handle personal data in line with GDPR, support team and organisational KPIs, and take ownership of your learning and development.

Job Purpose

As Domestic Abuse Navigator, you will provide a responsive integrated support service to clients with complex needs who are fleeing domestic abuse. You will manage a caseload of clients, delivering high-quality trauma informed support. Clients may also be experiencing homelessness, social isolation, safeguarding concerns, substance misuse, offending behaviour, and/or mental health challenges. You will support individuals to regain control over their lives by improving their safety, wellbeing, and independence.

You will be required to travel, as the service provides support to clients across the County Durham area.



Reports To	Team Leader
Responsible for	☒
Budget Holder	☒
Driving Required	☒
DBS Required	☒
Hybrid Working	☒

KEY RESPONSIBILITIES

- Receive and process referrals in accordance with contractual and organisational guidelines.
- Assess individual support needs and complete thorough risk assessments to inform appropriate support planning.
- Respond to safeguarding concerns and risk escalation, implementing safety measures in line with policy.
- Develop and regularly review personalised support plans to ensure they reflect the client's needs and service objectives.
- Undertake scheduled support visits in line with the service level agreement.
- Refer clients to specialist services and maintain effective liaison with external agencies.
- Support clients at risk of homelessness to access suitable accommodation and sustain tenancies.
- Facilitate client move-ins to DAN supported accommodation, including practical setup tasks, benefit claims, and utility arrangements.
- Provide tenancy-related support, including property maintenance, rent management, and budgeting guidance.
- Prepare properties for letting, including cleaning, furnishing coordination, and property inspections.
- Maintain accurate and timely records in line with organisational policies and procedures.
- Attend meetings, share best practice, collaborate with partners, and actively promote the service.

Please note this role description outlines your general duties and responsibilities. While it provides a good idea of what is expected, it is not exhaustive, and your role is likely to evolve over time. We value flexibility, so we may ask you to take on additional reasonable tasks.

This document is not a contractual agreement and may be reviewed and updated at any time at our sole discretion.

Date last reviewed: April 2026

PERSON SPECIFICATION

The list below highlights the key skills and qualities needed to succeed in this role. These will be considered during the recruitment process and we encourage you to demonstrate how your experience and strengths match these criteria.

While we understand you may not meet all of the 'desirable' criteria, we value potential and a commitment to learning. Any areas for development can be supported as part of your continued growth.

Essential: ★ Desirable: ☑

Approach and Values	
Demonstrate a good understanding of and active commitment to diversity, inclusion and anti-racism.	★
Ability to build and maintain positive relationships while maintaining professional boundaries.	★
Demonstrate a commitment to supporting clients to take an active role in shaping the services they receive.	★
Knowledge and Skills	
Good verbal and written communication skills, with a strong focus on accuracy, attention to detail	★
Proficient in using Microsoft Office applications and other information systems	★
Able to self-manage, effectively plan and prioritise tasks and consistently deliver results	★
Good interpersonal skills including listening and display empathy	★
Demonstrate an awareness of safeguarding when dealing with complex needs clients	★
Able to work effectively as part of a team and adapt flexibly to changing priorities and demands	★
Demonstrate an awareness of GDPR and the need for confidentiality when dealing with personal information.	★

Hold a valid UK driving licence (or one permitting driving in the UK) and access to a vehicle for work purposes.	★
Working knowledge of welfare benefits and housing benefit	☑
Knowledge of tenancy and property management including rent management and court procedures.	☑
Language skills (e.g., Urdu, BSL, etc.).	☑
Experience	
Experience of providing crisis intervention, risk assessment, advocacy and support for individuals and families affected by Domestic Abuse.	★
Experience of managing a caseload, delivering support and maintaining records.	★
Experience of building and maintaining positive partnerships with external organisations (e.g. statutory and voluntary agencies)	★
Experience in applying and promoting risk management to working practices within the guidelines of policies and procedures	★
Experience of supporting people with complex needs	☑
Experience in mental health, housing or homelessness, whether as a client, carer, employee or volunteer.	☑
Experience of providing support and advice in a group work setting as well as on a one-to-one basis.	☑