



My Sisters Place Recruitment and Information Pack

Force Control Room Domestic Abuse Advocate



Who are We?

My Sister's Place is an independent specialist domestic abuse service based in Middlesbrough that has been in operation since 2002. We are a feminist organisation with 24 years' experience in the Violence Against Women and Girls (VAWG) sector. We currently hold both Women's Aid and Safe Lives Leading Lights accreditations.

My Sister's Place support survivors of all ages and genders who are currently experiencing, or have previously experienced, domestic abuse. We offer holistic, therapeutic and practical interventions with a needs-led, trauma informed approach. Our vision is to create safer communities where everyone can live free from domestic abuse and sexual violence.

We offer a confidential women-only space in our office on Borough Road.



Our Purpose

- To deliver accessible, responsive, adaptable and effective services that are informed and evaluated by service user's experiences promoting individual freedom and quality of life.
- To explore new and innovative ways to address domestic violence issues with a range of partners and share best practice locally.
- To challenge inequality in access to safety, justice, health and well-being and campaign for change to shape future policy and practice.
- To work with the wider community through education and community involvement to create a cultural shift in a zero tolerance of domestic abuse and better equip families to protect one another.



Employment Opportunity

Control Room Domestic Abuse Advocate

Hours: FT 37 Hours
Salary: Scale 6 – Starting from £27,344
Contract: **Fixed Term to March 2028**
Location: Cleveland Police Community Safety Hub, Hemlington

My Sister's Place is seeking to recruit a Force Control Room Domestic Abuse Advocate to join our dedicated team. Based in central Middlesbrough, My Sister's Place provides specialist support to increase the safety and wellbeing of survivors of domestic abuse and their children.

This is a frontline crisis intervention role within a fast-paced control room environment, based at the Cleveland Police Community Safety Hub in Hemlington. You will be working in close partnership with police and other agencies, responding to high-risk cases and providing immediate, trauma-informed support to individuals experiencing domestic abuse.

The role requires excellent communication skills and the ability to engage effectively with people with a wide range of needs. We are looking for a compassionate, empathetic and highly organised individual who is confident managing sensitive and confidential information, and who can remain calm and professional under pressure. Someone who is experienced in working within domestic abuse.

Closing Date for Applications: 28th of August

Interviews dates to be confirmed

As a women only space, this post is only open to female applicants; The Occupational Requirement (Equality Act 2010, Schedule 9, Part 1) applies to this post.

If you would like to know more about our work, see www.mysistersplace.org.uk

Application process: Application form to be sent to recruitment@mysistersplace.co.uk

If have any additional questions about the role and application, please contact:
Lynsey.Gibson@mysistersplace.co.uk.

Candidates must be eligible to live and work in the UK, satisfactory enhanced DBS required and the successful candidate will undertake Police vetting.



Job Description

JOB TITLE: Force Control Room Domestic Abuse Advocate

RESPONSIBLE TO: Lynsey Gibson CEO

JOB PURPOSE: To provide a high quality, pro-active service to victims of domestic abuse within a multi-agency framework addressing risk and meeting identified needs based in busy control room setting.

Role Purpose and Key Outcomes

The Force Control Room Domestic Abuse Advocate role strengthens safeguarding and improves the police response to domestic abuse by acting as a specialist liaison between the Force Control Room, frontline officers, and external DA support services. Through risk-informed assessment, professional insight, and proactive advocacy, the role delivers the following outcomes:

- Improved safeguarding and earlier identification of risk for victims of domestic abuse
- Enhanced quality, consistency, and effectiveness of police responses to DA incidents
- Be a single point of contact for DA support providers to assist with appropriate timely information sharing.
- Stronger, more effective relationships between police and external DA support providers
- Timely escalation of investigative or safeguarding concerns, improving victim safety and case progression
- Early intervention and advocacy to ensure victims voices are being taken into account by Police, to increase positive outcomes for victims in the criminal justice process.
- Consistent identification of high-risk cases through structured risk assessment tool

Specific Responsibilities

1. Monitoring and Reviewing Domestic Abuse Incidents

- Monitor STORM throughout each shift to identify incidents flagged as domestic abuse



- Prioritise incidents for review based on risk, urgency, and incident age
- Review STORM logs to understand circumstances, context, and presenting risk
- Check MSP systems to confirm whether the victim is known or currently open to MSP services. If known, update the system and notify the allocated IDVA. If the victim is outside the MSP area or supported by another DA service, liaise with the relevant service (with consent) to share appropriate information

2. Research

- Conduct NICHE checks on victims and perpetrators to ensure information is accurate, current, and aligned with other agency records
- Develop and implement Individual Safety and Support Plans, providing immediate safety planning and tailored safeguarding advice based on the individual circumstances of each incident
- Using read-only NICHE access for research; request any updates on the incident enquiry log or amendments through the RVR Team

3. Incident Assessment

- Complete the domestic abuse advocate question set for every incident reviewed, ensuring case-specific, non-generic lines of enquiry and safety considerations
- Provide tailored safety advice/ safeguarding, considering the individual circumstances of the incident

4. Police Liaison

- Act as a single point of contact for DA support services seeking updates on investigations, bail conditions, DAPOs, or other safeguarding measures
- Reduce demand on PVP teams and OICs by managing and coordinating information requests from external agencies
- Work in close partnership with control room staff to identify DA incidents early and provide immediate, informed advice to improve victim safety
- Liaise closely with RVR Officers, raising concerns promptly where:
 - risk appears to be escalating,
 - investigative actions appear insufficient,
 - safeguarding opportunities may have been missed,
 - or updates from attending officers indicate additional concerns



5. Victim Contact and Support

- While direct victim contact is not routinely required, the advocate is available to speak with victims where:
 - consent has been given,
 - it would be beneficial to safeguarding,
 - or control room staff request support in complex or high-risk cases
- Support control room staff by contacting external DA services to help locate victims or escalate concerns about risk
- Advise survivors of their rights and options, including criminal and civil remedies, housing, welfare, and children's legislation

Advocacy and Collaboration

Other responsibilities will include:

- Advocate for victims internally, raising concerns about investigations or police actions early to prevent escalation, complaints, or VRR requests
- Provide professional challenge to ensure safeguarding standards are met and risk is appropriately managed
- Enhance safeguarding for victims by providing feedback and sharing expertise to strengthen officers' understanding of:
 - the IDVA role and how DA support services operate,
 - differences between non-molestation orders and restraining orders,
 - safe and accurate victim advice (e.g., avoiding guidance that may increase risk for stalking victims),
 - effective communication and liaison with DA services
- Strengthen partnership working by maintaining strong relationships with MSP, Harbour, EVA and other DA providers
- Share relevant information (with consent) to ensure coordinated, timely support for victims
- Act as a specialist resource for control room staff, offering DA expertise, guidance and support in managing risk and accessing external services



Professional Standards and Expectation

- Apply professional judgement at all times, informed by research-based risk factors and lived experience of DA dynamics
- Consult supervisors or the RVR Team when uncertain or when risk indicators require escalation
- Ensure all actions and decisions are victim-centred, proportionate, and aligned with safeguarding best practice
- Maintain confidentiality, data protection standards, and ethical information-sharing principles
- Maintain up-to-date knowledge of local and national legislation, policy developments, and best practice relating to domestic abuse and safeguarding.
- Attend supervision, case management, reflective practice, and relevant training to support professional development and wellbeing.
- Identify and respond to safeguarding concerns for adults and children, making referrals in line with organisational procedures.



Person Specification: Force Control Room Domestic Abuse Advocate

Training & Qualifications		Essential	Desirable
1	Completion of the IDVA training professional qualification, or willingness to do so with support from My Sisters Place.	X	
2	Completion of training relating to safeguarding adults and children.	X	
Experience			
3	Experience of direct work with victims affected by domestic abuse.	X	
4	Experience of managing own case load effectively.	X	
5	Experience in relation to criminal justice or other court proceedings.	X	
6	Experience of working in partnership with a broad range of statutory and voluntary sector practitioners.	X	
7	Experience of risk and needs assessment, and safety planning.	X	
Knowledge & Understanding			
8	Knowledge and understanding of the impact of all forms of domestic abuse on victims.	X	
9	Understanding needs of protected groups such as the ethnic minority and LGBTQ+ communities, and how domestic abuse affects them differently.	X	
10	Broad knowledge of housing options, civil and criminal justice remedies relating to domestic abuse.	X	
11	Understanding of equal opportunities in practice.	X	
12	Knowledge of the range and role of statutory and voluntary agencies in safeguarding children and vulnerable adults.	X	
13	Understanding of immigration and the needs of women affected by this issue.	X	
Skills & Abilities			
14	IT: proficient in use of Microsoft Office applications (Word, Excel, Access, PowerPoint) and Outlook. Experience of using them to record, analyse and report.	X	
15	Communication – excellent written and verbal communication skills.	X	



16	Effective negotiation, advocacy, and interpersonal skills at all levels.	X	
17	Ability to travel locally (including use of own car if able to drive).	X	
Personal Qualities			
18	Ability to work flexibly and effectively as part of a team and towards individual objectives.	X	
19	Ability to manage a complex workload and work to deadlines.	X	
20	Excellent communication and listening skills with clear professional boundaries.	X	
21	Ability to 'engage' with clients and bring about positive outcomes	X	
22	A commitment to putting equal opportunities into practice in the workplace including a non-judgmental approach that is supportive of the client's needs.	X	
23	Ability to recognise personal limits and seek guidance and/or support in a timely manner.	X	
24	Self-motivated and be able to work both independently and as part of a team.	X	
25	Willing to work flexibly on occasions in line with service demand.	X	



My Sister's Place Employment Benefits

Annual Leave

All staff commence their employment with 26 days annual leave plus bank holidays (pro rata for part time employees).

In the leave year following 2 year's service you will receive an extra day's leave each year (up to a maximum of 30 days).

Pension Scheme

All employees are automatically enrolled into the company pension scheme. However, employees are able to 'opt out' of the scheme should they not wish to take part in the scheme.

Sick Pay

We operate a contractual sick pay scheme.

Eye Tests

The organisation will pay for an eye test and partial costs for spectacles for employees where VDU use is an essential part of their work and where vision impairment meets certain criteria.

Birthday Benefit

My Sisters Place operate a Birthday Benefit Policy where you are given a day off work on your Birthday following 12 months service.

Probationary Period

All new staff are subject to a 6-month probationary period.

Hybrid working

Following a satisfactory induction period, hybrid working opportunities may be available (depending on role).

Internal development and progression

The organisation supports internal staff development and progression, and encourages both internal and external training opportunities.