



Lesbian, gay, bisexual and trans+ people in the South West

Registered charity 1171878

LGBT+ IDVA & Recovery Worker

(Jointly Funded Partnership Role)

Hours: 35 per week (full-time)

Starting Salary: £25,883+ 5% pension contribution p.a.

Based in: Truro - covering all of Cornwall, including health, community, court and outreach settings

Holiday: 28 days a year including public holidays (rising 1 day per year up to 25 days)

Purpose of the Role

This is a wonderful opportunity for the successful candidate to deliver high-quality, trauma-informed, LGBTQ+ affirming domestic abuse support across crisis advocacy and recovery pathways, enabling survivors to access safety, protection, healing and longer-term stability.

The postholder will provide:

- Risk-led Independent Domestic Violence Advocacy (IDVA) for LGBTQ+ survivors experiencing domestic abuse, and
- Recovery-focused emotional and wellbeing support for LGBTQ+ survivors who are post-crisis and rebuilding their lives

The role recognises that LGBTQ+ survivors face additional barriers to disclosure, safety and access to support, including discrimination, minority stress, fear of services and exclusion, and requires culturally competent, inclusive and anti-oppressive practice throughout.

Key Responsibilities

1. Core Responsibilities (Across the Whole Role)

- Deliver survivor-led, trauma-informed, LGBTQ+-affirming support that prioritises safety, dignity, choice and empowerment
- Maintain accurate, timely and confidential case records in line with GDPR, organisational policies and funder requirements

The Intercom Trust, Zone 1 Wrentham Business Centre, Prospect Park, Exeter, EX4 6NA

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- Work effectively within multi-agency systems, sharing information appropriately and contributing to coordinated responses
- Manage a varied workload across multiple settings, maintaining professional boundaries and wellbeing through supervision and reflective practice
- Contribute to monitoring, evaluation and service development activity
- Uphold Intercom Trust's values, safeguarding responsibilities and equality, diversity and inclusion commitments

2. Safer Futures LGBTQ+ IDVA Responsibilities

(Crisis & Risk-Led Advocacy)

- Provide a high-quality Independent Domestic Violence Advocacy service to LGBTQ+ survivors, prioritising high-risk cases and delivering proactive, short- to medium-term crisis intervention
- Undertake risk assessment using recognised tools (e.g. DASH) alongside professional judgement, ensuring survivors and their children remain central to all decision-making
- Develop, deliver and regularly review individualised safety and support plans
- Advocate on behalf of survivors within criminal and civil justice systems, including police processes, family and criminal courts
- Support survivors to understand and access legal protections such as Non-Molestation Orders, Occupation Orders and restraining orders
- Actively participate in MARAC, MARU and other safeguarding forums, contributing to coordinated risk management
- Provide specialist, identity-competent advocacy that recognises additional risks linked to discrimination, fear of disclosure and minority stress
- Act as a point of contact for professionals, offering consultation, guidance and improved referral pathways for LGBTQ+ survivors

3. Safer Futures Recovery Service Responsibilities

(Post-Crisis & Healing-Focused Support)

- Provide trauma-informed one-to-one recovery support to LGBTQ+ survivors of domestic abuse
- Facilitate structured recovery and wellbeing groups, sometimes in partnership with other agencies
- Support individuals to build confidence, resilience, emotional wellbeing and coping strategies for long-term safety
- Work collaboratively with survivors to develop personalised recovery and safety plans that evolve over time

- Use appropriate recovery tools, activities and assessments to guide progress
 - Develop and implement planned exit and transition pathways, supporting safe and confident movement on from the service
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4. Inclusion & Cultural Competence

- Provide inclusive, culturally competent support to LGBTQ+ survivors from minoritised communities
- Recognise and respond to additional barriers including racism, immigration insecurity, language barriers, cultural stigma and mistrust of statutory services
- Contribute to challenging institutional discrimination and improving access, experience and outcomes across the service pathway
- Share learning and best practice to strengthen inclusive responses across partner organisations

5. Partnership Working & Professional Engagement

- Build and maintain strong professional relationships with statutory and voluntary sector partners including health, housing, police, social care and specialist services
- Promote service awareness, referral pathways and inclusive practice across Cornwall
- Represent the service at multi-agency meetings such as MARAC, MDTs and partnership forums
- Contribute to awareness-raising, training and service development relating to LGBTQ+ domestic abuse and recovery

Line Management & Accountability

The postholder will be line-managed by Intercom Trust.

Service delivery priorities will be agreed in collaboration with Safer Futures partner services, with overall accountability remaining with Intercom Trust.

Person Specification (Summary)

Essential

- Experience supporting survivors of domestic abuse or other vulnerable adults/children
- Strong understanding of domestic abuse dynamics and impact, particularly for LGBTQ+ survivors
- Ability to assess risk, develop safety plans and work within safeguarding frameworks
- Experience of trauma-informed, survivor-led practice

- Strong communication, case management and multi-agency working skills
- Commitment to equality, diversity, inclusion and anti-oppressive practice
- Ability to travel across Cornwall

Desirable

- IDVA qualification or willingness to complete IDVA qualification
- Experience facilitating groups or recovery programmes
- Experience working with Black and minoritised communities
- Knowledge of civil and criminal justice remedies
- Experience providing training or awareness-raising to professionals

Additional Information

- Enhanced DBS required
- Flexible working including occasional out-of-hours work
- This role may be subject to a Genuine Occupational Requirement under the Equality Act 2010, depending on final service configuration

Intercom Trust & Safer Futures Partnership

The postholder will be employed by Intercom Trust, which holds responsibility for employment, HR, supervision and professional development.

This role is jointly funded through partnership arrangements within the Safer Futures programme and delivers defined elements of service on behalf of:

- **The Safer Futures IDVA Service** (lead provider: The Women's Centre Cornwall)
- **The Safer Futures Recovery Service** (lead provider: Barnardo's)

Both services are delivered through established multi-agency partnerships including Intercom Trust, Konnect Communities, West Cornwall Women's Aid, The Olive Project, Clear and statutory partners.

Role Structure & Time Allocation

The role is structured across two funded service strands:

- 50% – *Safer Futures LGBTQ+ IDVA Service*
 - Crisis intervention, risk assessment, safety planning and legal/system advocacy
- 50% – *Safer Futures Recovery Service*
 - Trauma-informed recovery support, group work, resilience-building and transition planning

The postholder will work flexibly across these strands with clear boundaries, supervision and workload management to ensure safe and effective practice.