**JOB DESCRIPTION**

**Role : Domestic Abuse Navigator**

**Location:** West Midlands with occasional travel to other areas

**Hours:** 37 hours per week (Monday - Friday)

**Salary:** £30,904.64

**Contract:** Until 31st March 2026

**Reports to:**  Domestic Abuse Team Leader

**Directorate**: Operations

**1.0 BACKGROUND**

SignHealth – the Healthcare Charity for Deaf People is a registered charity. SignHealth is committed to bringing better healthcare and equality of service provision and healthcare access to Deaf people within the UK. Improvements will be made through research, campaigning and partnership working with Deaf people, Deaf organisations, health services and other charities.

SignHealth provides services to Deaf people experiencing mental health problems and/or complex needs. At present the organisation is working in the fields of residential care services, advocacy, outreach, domestic abuse, psychological therapy and health promotion.

A deaf led Organisation, SignHealth employs over 75% of staff who are deaf. The Domestic Abuse team are the only Deaf led service in UK and we have a team of Deaf IDSVAs (Independent Domestic and Sexual Violence Advisor) and Domestic Abuse Navigators who provide active frontline services to those who are experiencing domestic abuse and need support in their first language, British Sign Language (BSL).

**2.0 MAIN PURPOSE AND SCOPE OF THE JOB**

Deaf people are at risk of domestic abuse and sexual violence. They will experience considerable barriers when they wish to disclose to mainstream services for support/advice.

Deaf people want to access information in their first language, BSL or their preferred communication needs at the first point of contact. Deaf people may have an accurate understanding of domestic abuse or sexual violence.

The Domestic Abuse Navigator will make sure the Deaf Community can access information in BSL, and make sure they have awareness, information and options on their rights and how to stay safe.

SignHealth want to ensure all Deaf people can access the Domestic Abuse Service for advice and support.

We want Domestic Abuse Navigator to be the expert in providing advice/support to professionals. We know what it is like to be culturally Deaf and the impact domestic abuse on Deaf young people, victims/survivors, families and their children. We want the professionals to be aware of our barriers to the system.

The scope of the Domestic Abuse Navigator will be working with the Deaf community involving online and in person.

This role will be focusing on West Midlands.

**3.0 DUTIES AND KEY RESPONSIBILITIES**

**With the Deaf Community and mainstream professionals**

You will research the gaps in knowledge regarding domestic abuse and sexual violence in the Deaf community.

You will plan, design and deliver a community engagement programme of activities in Kent for the Deaf community. We will expect to see you being creative and thinking outside the box! This will be face to face or online workshops, webinars, and social media.

You will be the first point of contact when you are delivering workshops so you will need to be aware of any potential disclosures. You will need to listen to victims/survivors, provide advice and support to stay safe. We will expect you to be aware of your own duty of dare, making sure the safety of the Deaf Community is prioritised and ensuring referrals are being made to local safeguarding teams or other appropriate services like our Domestic Abuse Service.

You will build and develop networking relationships with stakeholders, such as Deaf clubs, Deaf organisations, statutory providers and local domestic abuse services.

You will plan, design and deliver information awareness raising sessions with professionals. This can be done via workshops, trainings or presentations to promote our service and to increase referrals.

**With Deaf victims/survivors**

We know that after leaving a difficult situation, Deaf victims/survivors will need lots of support with recovery in a safe space, so they will need assertive outreach support, a trauma-informed approach, flexible 1-1 support and group support.

The role of Domestic Abuse Navigator will support with ongoing emotional support for Deaf victims/survivors who are in a refuge, or temporary accommodation or need some support with families, and signposting to appropriate organisations.

The Domestic Abuse Navigator will take in turns to monitor our adviceline for any new referrals, screening if they need low level support or need information, or need immediate support, they will hand over to the Deaf IDSVA team.

The Domestic Abuse Navigator will provide Freedom Programme course for Deaf victims/survivors in either 1-1 or group. Set up a support group too.

**Other duties**

Like all the jobs, we will expect you to do some administrative duties in line with the SignHealth’s policies and procedures.

You will be able to work independently and as an effective team player.

You will be proactive in managing your own diary and organising your own communication support to assist you with your workload.

This work will be both face to face and remote. SignHealth will cover your travel expenses as you will be working from your home.

You will attend monthly team meetings and work supervisions, including clinical supervision for the emotional aspects of the case work.

Attend training as required.

Follow SignHealth’s policies and procedures especially safeguarding.

Follow GDPR with confidentiality and information sharing.

Be willing to be involved in other projects and undertake any other duties that are appropriate to the role.

Be involved in evaluating the service by reaching targets and outcomes in line with funding requirements. Provide case studies.

**NOTE :** This Job Description does not provide an exhaustive list of duties and may be reviewed in conjunction with the post holder in light of service development.

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|  | **Person Specification**  | **Essential/ desirable**  |
| **SKILLS AND ABILITIES**  | * BSL as first language or minimum BSL level 3
* Understanding and acceptance of Deaf culture
* Excellent communication and networking skills
* Work independently and be self organised
* Excellent interpersonal, communication, numeracy and analytical skills with the ability to record and report on information in a way that can be readily understood by others.
* Able to champion SignHealth’s values and demonstrate a positive attitude towards working with Deaf people and a commitment to ensuring barriers to inclusion are overcome and equal opportunities for everyone.
* Able to build a good rapport and sustain relationships with a diverse range of people, including those supported by SignHealth, volunteers, staff and other professionals
* Excellent organisational and time management skills with the ability to prioritise work and meet deadlines.
* Ability and confidence to provide high quality emotional support.
* Able to work alone and unsupervised, able to resolve own problems
 | **E** |
| **EXPERIENCE** | * Experience of working with Deaf people of different ages
* Experience of organising and delivering workshops
* Experience of facilitating groups
* Minimum of 2 years working in an outreach role.
* Excellent IT Skills, inc Microsoft packages i.e. Outlook, Word, Excel, PowerPoint, Access
* Awareness of Freedom Programme or similar.
 | **E** |
| **KNOWLEDGE** | * Knowledge of Domestic Abuse, its impact and the services available
* Knowledge of GDPR and Data Protection Legislation.
* Knowledge of domestic abuse, sexual violence and safeguarding practises.
* Knowledge of Deaf awareness expertise and knowledge of diversity of deaf children (communication support, ethnicity etc) and the exceptional vulnerability of deaf children/young people.
* Deaf awareness expertise and knowledge of Deaf diversity
 | **E** |
| **PERSONAL ATTRIBUTES AND** **OTHER REQUIREMENTS** | * Lived experience as a deaf person or within a Deaf environment
* Good rapport-building and engagement skills
* Willing to travel and frequently to work and flexibly to work evenings and weekends, when necessary.
* A good team worker demonstrating loyalty and commitment to the organisation
* Able to travel across England with occasional overnight stays away from home
 | **E** |