

Job Description

Job Title	Training and Development Manager
Responsible to	Head of Therapeutic Services
Responsible for	Volunteers
Hours	22.5 hours per week (0.6 FTE)
Salary	Woman's Trust Band 4 £34,000 to 40,000 p.a. FTE per annum (pro rata)
Contract	Fixed Term as dependant on funding.
Location	Woman's Trust premises including co-location with statutory partners and community partnership locations.
Date Revised	January 2026

This job description may change to reflect the changing requirements of the role.

About Woman's Trust

The charity was established in 1996 to meet the gap in specialist mental health services. Woman's Trust is led by and for women and aims to ensure that women affected by domestic abuse can live a life free from further harm and abuse. Our approach is trauma-informed and person-centred, empowering survivors on their journey to recovery from the trauma. We are committed to a positive, inclusive and equitable environment for our staff, service users and volunteers.

Alongside delivering our existing 1-1 counselling, self-development workshops and therapeutic support groups for women who have experienced domestic abuse, we are focused on developing our innovative mental health services for young women and girls, delivering new peer-led support groups and providing therapeutic groups to children and their mothers. We are also committed to developing further awareness-raising workshops and training for professionals, building on our research and policy to improve systems nationally.

Background

The lack of recognition of domestic abuse as a mental health issue within the NHS leads to delayed and inadequate support for survivors. This gap in understanding and response often result in survivors only being able to access and receive appropriate care when their mental health deteriorates to the point of requiring secondary mental health services (Women's Aid 2021). Meta analysis suggests that CBT, one of the NHS's most prescribed approaches for mental ill-health, is not the best approach for

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domestic abuse survivors as it does not recognise and take into account the external factors and dynamics of abuse, specifically power and control, the role of the perpetrator and the resulting trauma for the survivor.

In March 2025, WT published its first major report, 'Living Without Hope' which consolidates existing and increasing academic, government and sector research demonstrating the significant impact of domestic abuse on women's mental health. Outlining the current agency responses at national, regional and local levels and the gaps in provision; the report also makes recommendations for change and improvement across the VAWG and health sectors.

Building on the research highlighted in our 'Living Without Hope' report, WT has secured funding to work with key stakeholders in the Royal Borough of Kensington and Chelsea to examine the links between domestic abuse and mental health, the specific experiences of Arab and Moroccan women and their access to safe, appropriate services that meet their needs.

Purpose

This is an exciting new role and will be focused on developing Woman's Trust's (WT) response to addressing the systemic issues female survivors of domestic abuse face when trying to access support.

Working with key stakeholders in the London Borough of Kensington and Chelsea (LBKC) and specifically Al-Hasaniya to ensure that professionals have a clearer understanding of the link between domestic abuse and mental health and its impact on survivors.

Responsibilities and Duties

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

1. To develop and maintain partnerships with key stakeholders in the Royal Borough of Kensington and Chelsea to support the delivery and successful outcomes of this project
2. To work closely with Al-Hasaniya on the design and delivery of focus groups with Moroccan and Arab female survivors of domestic abuse. To gather feedback on their experiences of accessing support and ensure this is incorporated into future service design and service improvements

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3. To contribute to the creation of resources including a best practice toolkit specific to the needs of women who have experienced domestic abuse, including the specific needs of Moroccan and Arab. These resources will be disseminated to local service providers including statutory agencies, specialist women's organisations and others working with survivors.
4. To design and deliver training to professionals and key stakeholders in North Kensington on the links between domestic abuse and mental health
5. To organise a series of events with key statutory, voluntary and community sector partners to raise awareness of the links between domestic abuse and mental health and to share the toolkit.
6. To provide evidence reports in line with the requirements of the project
7. Be responsible for networking and developing links with other agencies and groups who support work in this area to develop partnership working.
8. Participate in strategy days, planning exercises and assist in the development of WT services.
9. Ensure volunteers are effectively supported and integrated into work of the team.
10. Undertake training and ensure your knowledge is up to date and where relevant shared with your team
11. Ensure that all appropriate statistical and other records are maintained and that services meet monitoring and evaluation deadlines, including providing case studies, contributing to reports and other relevant information to monitoring returns for funding streams relevant to the role;
12. Work within, support and implement systems to ensure accountability within multi-agency framework.
13. To create policy and public affairs resources e.g. consultation responses, policy reports, briefings etc as required for SLT and Board of Trustees
14. To work closely with SLT to support the planning, design and effective use of research and service evaluations to influence local and national VAWG/DA policy
15. To help engage WT staff, volunteers and supporters with our public affairs work

16. General Duties

- At all times protect the safety and security of WT and service users, staff, volunteers, and all those in the work of WT, WT premises and the confidentiality of records and other information;
- Uphold the rights of women, children and young people who have experienced domestic violence and abuse;

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- Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities policies;
- Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
- Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected
- Attend and participate in staff away days.
- Undertake training as agreed at supervision sessions.

Safeguarding Children and Vulnerable Adults

- Participate in the work of safeguarding children and vulnerable adults, following WT policies and procedures, and the policies and procedures of the Local Children and Adult Safeguarding Boards.

Contribute to the high-performance and work of the Therapeutic Services Team

- Contribute effectively to team working, team meetings and the team plans
- Contribute to the collection of service outcomes and use clear and coherent targets and monitoring systems to provide evidence that outcomes are met.
- Ensure effective implementation of WT Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
- Contribute to Survivor feedback and voice in service delivery and service development.
- Ensure service standards are maintained and all policies and procedures complied with.
- Ensure that the service is delivered in line with the service SLA and contract.
- Work with volunteers as necessary to enhance the capacity of the service. Induct and mentor volunteers recruited to support the service.
- Promote the service widely to ensure referrals are received from women across all communities.
- Undertake training and ensure your knowledge is up to date and where relevant shared with your team.

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Values, Behaviours & Competencies

- Committed to the purpose of WT, ensuring that the Survivor is at the heart of service delivery and development
- Understands the feminist framework of the VAWG sector and is committed to fostering innovation and continuous improvement in working practice
- Flexible and open to new challenges, ideas and experiences, and able to be self-reflective
- Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work
- Non-judgemental with a commitment to self-care within the team
- Collaborative, building relationships with internal and external partners.
- Non-judgemental with a commitment to self-care within the team and wider organisation

OTHER:

1. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

For Official Use only

Agreement to Job Description by candidate accepting the job offer:

In accepting the offer of employment by WT, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.

Name:	Signature:
Date:	Start date:

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PERSON SPECIFICATION – Training and Development Manager

A	Application areas will be used to shortlist
I	Tested at Interview Stage
T	Test

Your application should give clear examples of your experience, knowledge, skills and abilities gained in both paid and/or unpaid (volunteer) work for each of the Person Specification criteria.

Experience	<ul style="list-style-type: none"> • Experience of designing and delivering training to professionals • Experience working with women affected by domestic abuse. • Experience of working to influence local stakeholders e.g. council, health and social care sector, police etc • Excellent verbal and written communication skills. • A good understanding of trauma informed service delivery • Group facilitation and workshop delivery experience • Stakeholder engagement and relationship management • Ability to communicate with a diverse range of stakeholders • Report writing
Knowledge and Understanding	<ul style="list-style-type: none"> • A good understanding of the needs of marginalised and minority groups who have been affected by domestic violence • Understand the differing forms and impacts of domestic violence across the communities we serve • Sound knowledge of safeguarding adults and children • Knowledge and understanding of the rights of women, including those facing discrimination
Skills and Abilities	<ul style="list-style-type: none"> • Ability to work as a strong team player within the management team

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	<ul style="list-style-type: none">• Demonstrable ability to develop productive and effective working relationships with partners in a wide range of agencies• Microsoft Office Suite• Ability to work on one's own initiative, prioritise own work, and plan or organise the work of others to effectively meet deadlines• Ability to work sensitively and in a non-judgemental manner with vulnerable clients
Qualifications	<ul style="list-style-type: none">• Experience of working on VAWG/DA
DBS/Police clearance	An enhanced DBS clearance is required for this role. Police vetting Clearance may also be required.