

Inverness Badenoch and Strathspey Citizens Advice Bureau



Job Title: Women's Domestic Abuse Outreach Case Worker
Location: Union Street, Inverness
Hours/Days per week: Up to 35 hours per week
Type of contract: Permanent
Salary: £26,748 to £28,820 per annum (pro rata) IBS 6 22

Closing Date: 24th July 2026
Interviews: wc 3rd August 2026
Email to: hr@invernesscab.org

About Us

Inverness, Badenoch and Strathspey CAB is an independent charity providing advice, information and support to people across our community. We are a friendly team of over 60 employees and volunteers working over 3 locations (Inverness, Raigmore and Aviemore) delivering a busy advice service. We strive to deliver a good quality service that meets the needs of our clients in a non-judgmental and confidential manner. We aim for individuals not to suffer through not knowing or understanding their rights and responsibilities or not being aware of the services available to them. We provide advice and options to our clients so that they can make informed decisions and feel empowered to improve their personal circumstance.

Purpose of the Role

The Domestic Abuse Outreach Case Worker will deliver dedicated and empowering support to women across Inverness, Badenoch and Strathspey, who have experienced or are at risk from domestic abuse. This role encompasses practical benefits and welfare advice, emotional support, advocacy, and collaborative working with statutory and third-sector organisations to achieve the best possible outcomes for women in our service. A trauma-informed approach is essential, ensuring that women receive a comprehensive, person-centered service in a safe and supportive setting. Advice and Support is delivered through telephone support, one to-one meetings, and attendance at joint meetings with partner agencies.

NB. We value the expertise of women with lived experience of domestic abuse. However, we cannot recruit current service users due to conflicts of interest and require a minimum of six months since last accessing services before applications are considered.

Key Responsibilities

- Provide 1:1 support to women affected by domestic abuse.
- Demonstrate a robust understanding of coercive control, stalking, harassment, and tech-abuse, and integrate these into safety planning
- Deliver services in alignment with Scotland's Equally Safe Strategy to prevent and eradicate violence against women and girls
- Conduct comprehensive, standard risk assessments using the SafeLives DASH (Domestic Abuse, Stalking and Honour-Based Violence) Risk Identification Checklist
- Advocate on behalf of women with external agencies such as housing, welfare, and legal services.
- Navigate and utilise the Domestic Abuse (Scotland) Act 2018 to advocate effectively for service users' legal rights and protections
- Support women attending multi-agency meetings.
- To ensure that women who are identified as high-risk of harm are prioritised for safety planning, MARAC actions are completed, and joint working with partner agencies to reduce the risk of harm to them and their children at the earliest opportunity
- Work with statutory and third-sector partners to coordinate appropriate support for women.
- Maintain accurate, timely and confidential records in line with GDPR and CAB policies.
- Participate in team meetings, training, and professional development.
- Adhere to all CAB policies and procedures, ensuring high standards of practice.

- **Advice Giving**

- Conduct trauma-informed initial consultations and ongoing key-working in safe, accessible community spaces, via telephone, or confidential video platforms.
- Explain simply and concisely the options available to the client so that they can make an informed decision
- Provide specialist, immediate crisis intervention alongside long-term holistic casework
- Liaise with specialist teams within the bureau on complex issues and on-going casework and ensure we provide a holistic advice service
- Refer clients to other agencies and 3rd sector organisation for specialist support and advice
- Record each contact with the client on the CAB database
- Ensure advice given meets the standard expected and this is reflected in case records

- **Social Policy**

- Identify issues brought to the bureau by clients which may have a wider social policy impact and needs further action at a local or national basis
- Record social policy issues on the case recording database
- Provide case studies to be used for highlighting social policy issues and for evidencing the work of the bureau

- **Case Management**

- Manage workload by prioritising enquiries and casework and report back to manager on progress
- Use case recording database and other IT systems to ensure follow-up action is taken within timescales

- **Data handling and Confidentiality**

- Adhere to data protection regulations and ensure that special category data is handled in accordance with relevant legislation and organisational procedures
- Abide by Citizens Advice confidentiality policy

- **Working with Others**

- Develop and maintain good working relationships with the team, share knowledge and information and make a positive contribution by working proactively toward delivering a good service for our clients
- Develop and maintain good working relationships with external stakeholders, including statutory, non-statutory and voluntary service providers
- Ensure information and signposting opportunities with the Locality are up to date.
- Participate in regular evaluation to ensure the service continues to meet the needs of service users.
- Participate in regular support and supervision" to: "Participate in regular support, management supervision, and external clinical supervision / reflective practice to manage the impact of vicarious trauma
- Participate in regular support and supervision.
- Any other duties as requested by management that are consistent with this post.

General

- Adhere to all IBS CAB policies and procedures
- Be willing to carry out any other related tasks, as required by your manager, which are compatible with the functions of the post.

Person Specification

This role would suit an individual looking for a change of role, who is comfortable doing casework and who is enthusiastic about learning new skills.

- Recognised qualifications (Social Work, Community Education, SVQ Level 3) or equivalent experience.
- Experience of advocating for women in a domestic abuse related service or with other vulnerable clients.
- Clear understanding of the feminist analysis of domestic abuse and ability to work within this ethos.
- Commitment to an intersectional approach, recognizing how race, disability, sexuality, immigration status, and socioeconomic factors compound the barriers faced by women experiencing abuse
- Strong understanding of Scots Law as it relates to domestic abuse, including protective orders (Exclusion Orders, Interdicts, Non-Harassment Orders) and the rights of tenants under Scottish housing law
- Trained in or comprehensive working knowledge of the SafeLives DASH risk assessment tool
- Experience of and commitment to building and working in partnership with other agencies and stakeholder to ensure successful outcomes for women and children.
- Knowledge and understanding of child protection regulation and the impact of domestic abuse on children.
- Are enthusiastic about learning and gaining new skills, knowledge and experience
- Resilience and the ability to self-care effectively, supported by the bureau's clinical supervision structures

Other Requirements

Please note that this post is subject to the completion of a criminal records declaration and a satisfactory Adult and Children's PVG check.

This role is restricted to biological women only - The decision to restrict this service on the basis of sex is legally justified under the Equality Act 2010, Schedule 3, Part 7 (Separate and Single-Services Exemptions).

How to Apply

For detailed information or to download an application form, please use the link on the advertising website or go direct to [Careers | Inverness Badenoch and Strathspey Citizens Advice Bureau](#) to view this post and access an application pack on our website

Please email a completed application form to HR@invernesscab.org by 5pm on 8th July 2026.

For further information, please contact: Ashley.Young@invernesscab.org _
Deputy Chief Officer - Major Projects
Inverness Badenoch & Strathspey CAB, 29-31 Union Street, Inverness, IV1 1QA.

