

Domestic Abuse Support Worker (Maternity Cover)

Green Lane Masjid & Community Centre

CONTRACT TYPE: 15 hours, fixed-term (maternity cover)

REPORTS TO: Senior Welfare Project Manager

SALARY: £23,850 – £25,000 pro-rata (dependent upon experience)

LOCATION: Green Lane Masjid and Community Centre

BACKGROUND TO GLMCC:

Green Lane Masjid and Community Centre is a leading UK mosque situated in the heart of Birmingham serving the community since 1979. Operating from its award-winning grade II listed Victorian building, GLMCC fulfils its mission of inspiring, educating and serving through its educational college, outreach work, welfare services, youth work, international humanitarian wing, as well as its fully functional mosque which is attended by thousands

1. PURPOSE OF THE ROLE:

As the Domestic Abuse Support Worker, you will provide vital support to individuals affected by domestic abuse. You will play a central role in delivering culturally-sensitive, faith-based, and trauma-informed care to victims of abuse, particularly within the Muslim and BAME communities. This position is ideal for someone who is passionate about empowering victims, fostering resilience, and connecting individuals to safety.

2. MAIN RESPONSIBILITIES FOR THE ROLE

- Deliver a safe, confidential, and empathetic drop-in/phone-in domestic abuse support service.
- Manage a caseload of domestic abuse clients using a structured referral and case management system.
- Provide both emotional and practical support to individuals affected by domestic abuse.
- Organise and deliver workshops to raise awareness of domestic abuse within the local and wider community.
- Provide training and awareness sessions for GLMCC staff and volunteers.
- Build and maintain partnerships with external agencies to enhance support pathways and referrals.
- Promote the domestic abuse service through social media, content creation, and outreach.
- Respond to general enquiries and correspondence in a professional and timely manner.
- Support the development of service strategy, feedback systems, and safeguarding frameworks.
- Contribute to the planning and coordination of domestic abuse-related campaigns and calendar events.
- Any other duties commensurate with the role and organisational needs.

3. PERSON SPECIFICATION (EXPERIENCE, ATTRIBUTES & QUALIFICATIONS)

	CRITERIA	ESSENTIAL/ DESIRABLE
EXPERIENCE:		
1.	Minimum of 1 years' experience in a similar role supporting women and children affected by domestic abuse	DESIRABLE
2.	Experience managing a domestic abuse caseload	DESIRABLE
3.	Experience of working within BAME and/or Muslim communities	ESSENTIAL
4.	Experience in monitoring and recording support work, including maintaining accurate case notes	ESSENTIAL
5.	Experience conducting risk assessments and developing safety plans with service users	DESIRABLE
6.	Experience delivering training, awareness workshops, or educational content Desirable	DESIRABLE
7.	Working knowledge of safeguarding principles and local authority referral processes	DESIRABLE
ATTRIBUTES:		
8.	Strong understanding of the cultural and religious sensitivities surrounding domestic abuse in Muslim communities	ESSENTIAL
9.	Solid understanding of risk management and safeguarding frameworks	ESSENTIAL
10.	Excellent communication, interpersonal, and active listening skills	ESSENTIAL
11.	Ability to maintain confidentiality, manage difficult conversations, and exercise sound judgement	ESSENTIAL
12.	Ability to work independently as well as part of a wider welfare team	ESSENTIAL
13.	Compassionate, organised, proactive, and non-judgmental	ESSENTIAL
14.	Commitment to the aims and objectives of GLMCC	ESSENTIAL
QUALIFICATIONS:		
15.	IDVA (Independent Domestic Violence Advisor) qualification or equivalent	DESIRABLE
16.	Educated to A-level standard or equivalent	ESSENTIAL
17.	Training in safeguarding	DESIRABLE
18.	Training in working in a psychologically informed environment or trauma informed care	DESIRABLE
19.	IT proficient in MS Office (Excel, PowerPoint, Outlook)	ESSENTIAL
20.	Fluency in a community language (e.g., Urdu, Bengali, Arabic, Somali)	DESIRABLE

4. BENEFITS

- Enjoy 28 days of annual leave, inclusive of public holidays.
- Additional days off for Eid.
- Discounts on GLM educational courses.
- Free Madrasah places for your children.
- Additional leave for Hajj or exceptional circumstances.
- Continuous professional development tailored to your role
- Conducive working religious environment.
- Shariah-compliant pension offered.

DISCLAIMER:

This job description is only a summary of the typical functions of the job, it is not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties. Due to the nature of the role, the responsibilities, tasks, and duties of the jobholder might differ from those outlined in the job description. Other duties, as assigned, might be part of the job. Ultimately, all post holders at Green Lane Masjid and Community Centre are expected to be working to the best of their abilities seeking the pleasure of Allah (SWT).

Applications for this role will be accepted until Friday 17th October 2025

To apply, please email your CV and a covering letter to HR@greenlanemasjid.org