

PATHWAYS SERVICES MANAGER

Application pack



**Hampton
Trust**

WELCOME FROM OUR CEO

Dear Applicant,

Thank you for your interest in the role of Pathways Services Manager. Launching in April 2026, Hampton Trust has been recommissioned to deliver services across Hampshire, Isle of Wight, Southampton and Portsmouth. Working collaboratively with a team of experienced and committed Domestic Abuse Service Managers, this is an exciting opportunity to lead the Pathways team and to influence and shape a range of innovative services targeting individuals using harmful behaviours.

This role at Hampton Trust is anything but ordinary. It is a fast-paced, dynamic and rewarding environment where no two days are ever the same. A former Chair of Trustees once described the organisation as operating under "chaos theory" and there is certainly an element of truth in that. As a melting pot of innovation, I am proud to be part of a team where we encourage everyone to contribute ideas. One day you may be working with social care partners securing co-location opportunities, the next leading risk management discussions with practitioners, and the following day reviewing performance and outcomes in contract management meetings.

Working with vulnerable client groups requires resilience, adaptability and a willingness to respond to changing priorities. The successful candidate will be confident juggling multiple demands, stepping in where needed, and working alongside a team of passionate and committed managers who share a common purpose: delivering the best possible outcomes for those we support.

This is a role for someone who enjoys variety, thrives in an ever-changing environment and sees challenge as an opportunity rather than an obstacle. While the pace can be demanding and interruptions are often unpredictable, the work is meaningful, impactful and offers the chance to make a genuine difference every day.

Collaboration is at the heart of Hampton Trust. We have a strong culture of mutual support across services, enabling teams to achieve more together, and a shared commitment to positive outcomes drives everything we do. If you can bring the skills, experience and behaviours outlined in the job description, and are excited by the prospect of a role where every day brings new opportunities, we would love to hear from you.

Kind regards,

Chantal Hughes
CEO



ABOUT HAMPTON TRUST

At Hampton Trust, our vision is for everyone to live free from violence and abuse.

We are a leading provider of bold and innovative interventions, training, and education that help break the cycle of abuse.

Adopting a trauma-informed approach in everything we do, we create safe spaces for victims and hold to account those using harmful behaviour in order to foster understanding, drive behaviour change, and help rebuild lives. Our rehabilitative interventions are both community based as well as embedded within the criminal justice system.

Our primary objective is to prevent harmful behaviours from becoming entrenched and being passed down through generations by addressing the root cause of criminality. However, we know that we can't do this alone. Renowned for our track record in evidence-based and effective interventions and training, we work strategically with a range of local and national partners and policy makers to drive long-lasting transformative change within the system.

Our story

Hampton Trust was founded in 1996 and is named after Gene Hampton, who had been a well-respected Hampshire Magistrate, Chair of the Probation Committee and serving member of the National Parole Board.

At the time, a review undertaken by the Hampshire Association for the Care and Resettlement of Offenders and the Hampshire Care Trust had highlighted large areas of unmet need for the support of domestic abuse offenders and young people at risk. With setup funding provided by the Hampshire Probation Service, Hampshire and Isle of Wight Constabulary and Hampshire Social Services, Hampton Trust was established to bridge this gap.

Our key aims were to prevent young people entering the criminal justice system as well as to provide rehabilitative programmes to prevent reoffending. More than 25 years later, we remain true to these objectives, delivering a broad range of award-winning services with the aim to provide innovative solutions to rebuild lives and create safer communities.



OUR VALUES

Safety and trust

We are committed to ensuring safety is upheld in and outside the organisation. We are committed to building trusting relationships to create change and build safer communities.

Engagement and choice

We are committed to removing barriers to engagement and learning from each client interaction. We are committed to enabling individuals to make different choices by providing support and guidance to access pathways towards recovery and change.

Collaboration and innovation

We are committed to learning from collaboration with those in our service, staff, and partners to develop and share best practice. We are committed to creating an innovative workforce and providing services that are infused by a passion for learning and improvement.

Influence and inform

We are committed to working with individuals and with partners, networks and organisations who we can both learn from and influence. We are committed to developing an evidence base and being part of the conversation to influence and inform sustainable whole system change.

Inclusion and diversity

We are an equal opportunities employer and are proud to employ a workforce that reflects the diverse communities we serve. We aim to encourage a culture where people can be themselves and be valued for their strengths. We seek to attract and employ the best people from the widest talent pool, reflecting the diverse range of people we support.

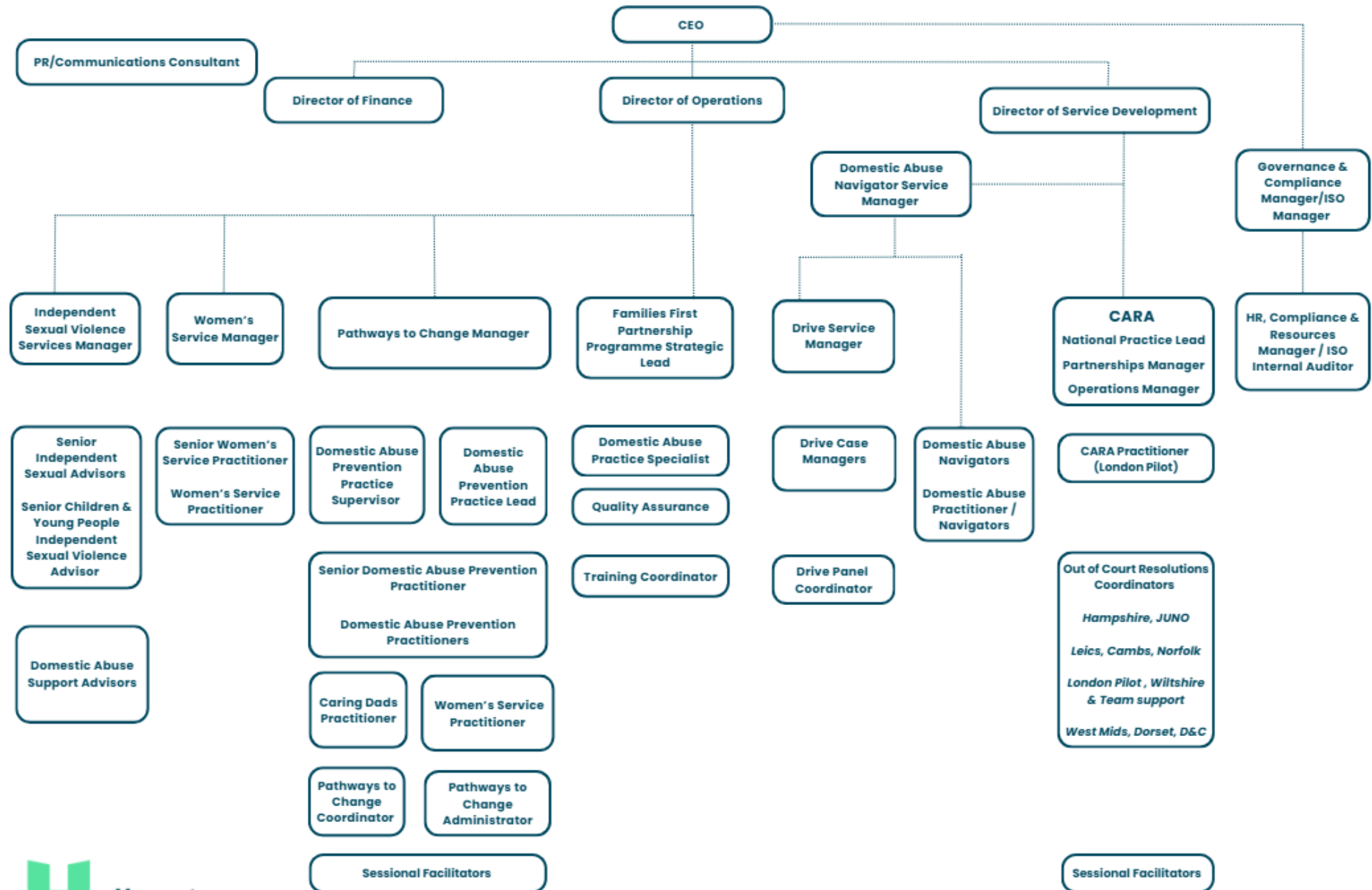
Quality assurance

We are committed to robust quality standards across the organisation, upheld by external inspection.

ORGANISATION STRUCTURE

Board of Trustees

Chair, Treasurer, Trustees



ABOUT PATHWAYS TO CHANGE

Hampton Trust has been delivering targeted interventions to individuals using harmful behaviours for nearly three decades. Established in 1996, we partnered with Hampshire & Isle of Wight Constabulary and Hampshire Probation Service to design and deliver domestic abuse perpetrator programmes for court-mandated offenders. A whole-system approach has remained central to our model ever since.

In 2006, we were a pilot site for the First Edition Respect Accreditation Standards for Perpetrator Interventions, and we've continued to shape national practice by contributing to the revised Fourth Edition Standards, ensuring they reflect the evolving landscape of the Violence Against Women and Girls strategy.

We are bold in identifying gaps in service and lead the way in testing new models of work, backed by rigorous independent evaluation. Multi-agency collaboration is essential to achieving the best outcomes for people causing harm, their families, and the wider community. Our interventions are now embedded across statutory and third sector services nationwide, supported by shared protocols, robust governance, and a collaborative approach to risk management.

In 2016, we recognised that a one size fits all approach limited our ability to create meaningful change with a diverse client group. National standards imposed a rigid behaviour change framework, which didn't fully address the needs of complex referrals. In response, we expanded our service to offer a suite of flexible, tailored interventions and we continue to evolve.

Now rebranded as Pathways to Change, we provide a holistic response to individuals of any gender, including non-binary service users aged 16 and over, who cause harm in both LGBTQ+ and heterosexual relationships, whether intimate or non-intimate.

To strengthen our approach, we recruit and train individuals with specialist expertise, building a multi-disciplinary team equipped to meet diverse needs. We've recently secured a new contract to deliver interventions across Hampshire, Isle of Wight, Portsmouth, and Southampton. Over the next five years, we'll build on our existing good practice while continuing to innovate and test new approaches.

Join us as the Pathways Service Manager

We welcome applicants from all backgrounds and value diverse perspectives. If you're passionate about making a real difference, enjoy working in a fast-paced and responsive setting, and want your work to have a lasting impact, we'd love to hear from you.

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I have recognised the beginnings of the abuse cycle my part in it, which I hadn't realised.. This has generally stopped abusive behaviour before it has developed and stopped it sooner before it develops into a serious argument.

JOB DESCRIPTION

Job title:	Pathways Services Manager
Working hours:	37.5 hours per week
Salary:	Band 4 £35,649 – £45,675 per annum
Delivery Sites:	Head Office in Ashurst, Southampton a minimum of 3 days per weeks
Contract:	Permanent

Job context

Hampton Trust is a leading UK provider in the design and delivery of innovative interventions, training, and education designed to break the cycle of abuse. Through a trauma-informed lens, we prioritise the safety of victims and survivors while holding individuals who use harmful behaviours to account. Our Pathways to Change interventions foster understanding, drive meaningful behaviour change, and support the rebuilding of lives. We deliver a range of interventions from voluntary and agency referrals to mandated interventions linked to criminal justice. Our work creates pathways to safer futures by addressing needs, reducing harm, and promoting positive change

Our primary objective is to prevent harmful behaviours from becoming entrenched and being passed down through generations by addressing the root cause of abusive and offending behaviour. Renowned for our track record in identifying gaps in service and responding with evidence-based interventions, we work strategically with local and national stakeholders and policy makers to drive long-lasting transformative change within the system.

Job purpose

With lead responsibility for the domestic abuse contract for individuals using harmful behaviours, the Pathways Manager will play a pivotal role in driving the operational delivery and continuous improvement of our flagship Pathways to Change interventions. This role requires strong operational leadership, with a focus on performance management, quality assurance, and contract compliance.

The Pathways Manager will lead the delivery of interventions across Hampshire, Isle of Wight, Southampton, and Portsmouth, ensuring effective collaboration and co-location of teams across partner agencies.

Working closely with the Domestic Abuse Navigator Service Manager, Drive Service Manager, ISVA Manager, and Families First Partnership Programme Lead, you will promote consistent practice and a unified approach to service delivery across all areas of the domestic abuse contract.

With responsibility for key performance indicators, you will oversee case allocation, waiting lists, active caseloads, and case closures, ensuring services are delivered efficiently and effectively. You will ensure that all interventions are delivered in line with Respect standards, with risk management, case management, and victim safety at the heart of all practice.

While primarily an operational leadership role, the Pathways Manager will also contribute to strategic planning, service development, and continuous improvement, ensuring that services remain aligned with organisational priorities, contractual requirements, and emerging best practice.

Duties and responsibilities

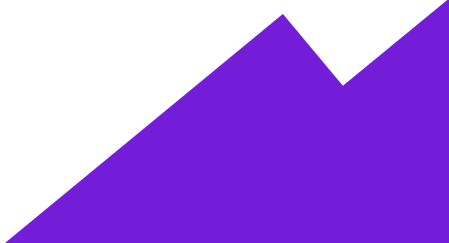
Service delivery

- Lead and monitor practitioner performance to ensure contractual KPIs are achieved, including assessment timescales, intervention delivery, attendance and completion rates, caseload management, and data quality, implementing improvement plans where required to maintain high standards of service delivery.
- Lead the effective allocation and deployment of practitioners across the contract area to ensure equitable service provision, efficient use of resources, and achievement of contractual requirements.
- Ensure practitioners maintain a visible and consistent presence within co-located partner agencies, fostering strong partnership working, information sharing, and coordinated responses to domestic abuse.
- Work closely with the Domestic Abuse Navigator Service Manager, identifying suitable cases for either Pathways intervention or intensive case management
- Work closely with the ISVA Manager, ensuring robust risk/case management between the Domestic Abuse Practitioners and the Integrated Safety Support Service (ISS)
- Provide management oversight of treatment viability, case allocation, and case consultation arrangements delivered through Practice Supervisors, ensuring robust governance, quality assurance, and practitioner development processes are in place to support effective risk management, service performance, and positive outcomes for victims and service users.
- Ensure all interventions are delivered within quality standards of good practice such as Trauma-Informed principles, Respect Accreditation and Home Office standards.
- Ensure service user feedback is regularly obtained via a range of mechanisms and that information is used to inform service delivery.
- Collaborate closely with senior managers and service leads to build organisational resilience, ensuring services can respond effectively to changing demands, workforce pressures, and emerging priorities. Promote a culture of shared responsibility, mutual support, and flexibility across teams to maintain safe, effective, and high-quality service delivery.
- Lead and develop administrative staff to ensure high-quality case recording, data integrity, and compliance with contractual and organisational requirements.
- Lead the collation, analysis, and submission of performance monitoring data, using management information to monitor service performance, identify trends, and inform operational planning and service improvement.
- Lead the production of high-quality narrative reports and performance updates, translating complex performance data into meaningful insights to demonstrate outcomes, support decision-making, and inform service development.
- Work collaboratively with senior leaders to ensure services are delivered with due regard to budgetary constraints, balancing performance, quality, and resource considerations to support effective and sustainable contract delivery.
- Take responsibility for the management and oversight of service risk registers, ensuring risks are proactively identified, reviewed, and mitigated, with appropriate governance arrangements in place to support contractual compliance, business continuity, and the safe delivery of services.
- Collaborate with the Senior Leadership Team to ensure a consistent and effective approach to workforce development, supporting a positive culture of learning, professional growth and continuous improvement across the service.

Management

- Work collaboratively with senior leaders, managers, and Practice Supervisors to ensure staff training and development needs are regularly identified, reviewed, and addressed through appropriate training, coaching, reflective practice, and professional development opportunities.
- Support the development and monitoring of service resilience across Pathways to Change, contributing to workforce planning, business continuity, and responsive service delivery in partnership with managers across the organisation.
- Work with the Senior Leadership Team to ensure Pathways to Change delivery is informed by an accurate and up-to-date Theory of Change, supporting service development, performance monitoring, and continuous improvement activities.
- Support the Senior Leadership Team in identifying and securing opportunities for independent evaluation, contributing to the development of the evidence base for interventions with individuals using harmful behaviours and promoting learning across the sector.
- Lead the review and development of process maps, guidance, and operational procedures to ensure clear, consistent, and efficient service delivery across all areas of the contract.
- Support the Senior Leadership Team in embedding trauma-informed principles across service delivery, promoting safe, effective, and person-centred practice for staff, victims and service users. Ensure staff training and development needs are regularly evaluated and that appropriate training, coaching, and learning opportunities are developed and delivered.

Leadership and Workforce Development

- Provide effective leadership and line management to Practitioners and other direct reports, ensuring robust supervision, appraisal, performance management, and professional development processes are in place to support high-quality service delivery and staff wellbeing.
 - Work collaboratively with Managers and Practice Supervisors to ensure staff training and development needs are regularly identified, reviewed, and addressed through appropriate training, coaching, reflective practice, and professional development opportunities.
 - Promote practitioner engagement and participation across teams, ensuring appropriate mechanisms are in place to support reflective practice, professional wellbeing, and the effective delivery of interventions to individuals with complex needs.
 - Work collaboratively with managers and Practice Supervisors to ensure staff receive a comprehensive trauma-informed induction, supported probationary period, and appropriate ongoing development to undertake their roles confidently and effectively.
 - Collaborate with the Senior Leadership Team to ensure a consistent and effective approach to workforce development, supporting a positive culture of learning, professional growth, and continuous improvement across the service.
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External stakeholders & partnerships

- Represent Hampton Trust at various stakeholder events/forums locally and nationally when required.
- Be active in network and partnership meetings, raising awareness of Hampton Trust and identifying gaps in service.
- Maintain and review protocols and information sharing agreements with partner agencies and the Governance and Compliance Manager.
- Develop and maintain strong relationships with partners, influential decision-makers and commissioners in delivery of services.
- Lead the reporting of services outcomes, performance issues and challenges to funders/commissioners, identifying risks and mitigations.

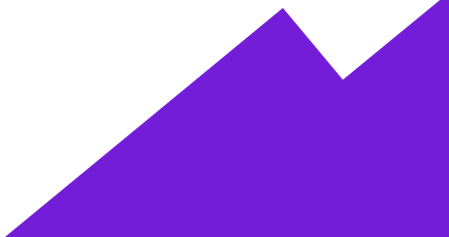
Planning & development

- Review service capacity, demand, and resource allocation to support effective workforce planning and contribute to financial modelling and sustainability planning for interventions.
- Contribute to the development and implementation of service improvement plans, using performance data, feedback, and emerging best practice to enhance service delivery and outcomes.
- Identify opportunities to strengthen partnership working across the domestic abuse sector, supporting the development of integrated pathways and effective multi-agency responses.
- Contribute to service development, and implementation activities, ensuring changes are effectively embedded within operational practice.
- Support the identification and sharing of learning, innovation, and best practice across services, contributing to organisational development and continuous improvement.
- Contribute to raising the profile of Hampton Trust at local, regional, and national conferences, forums, and networking events, promoting the organisation's expertise and impact.
- Represent the service at partnership meetings and strategic forums as required, ensuring service delivery informs wider developments and commissioning priorities.
- Support the Senior Leadership Team in responding to emerging policy, legislative, and sector developments, helping to ensure services remain compliant, evidence-informed, and responsive to need.

Quality Assurance/Compliance

- Maintain Respect Accreditation and champion trauma-informed quality standards.
- Contribute to the development and maintenance of quality management systems.
- Ensure all staff are working in line with Hampton Trust's policies & procedures.

Quality Assurance/Compliance

- Oversee all safeguarding issues in relation to service delivery in collaboration with staff and the Designated Safeguard Lead.
 - Undertake the role of Deputy Designated Safeguarding Lead.
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Core Responsibilities

Health & safety

- Demonstrate safety leadership in line with our H&S policies and safeguarding procedures
- Provide visible and proactive safety leadership in alignment with Hampton Trust's Health & Safety policies and safeguarding procedures.
- Actively participate in safety training and contribute to risk assessments.
- Use work equipment, personal protective equipment (PPE), substances, and safety devices appropriately and responsibly.

Equality & diversity

- Champion Hampton Trust's commitment to equality, diversity, and inclusion by fostering an open and inclusive culture for staff, partner agencies, and clients.
- Treat all individuals with respect, valuing their unique contributions and encouraging personal and professional growth.
- Demonstrate cultural awareness and sensitivity to diverse perspectives.
- Maintain a proactive and dedicated approach to promoting equality and diversity in all aspects of work

Information governance

- Comply with Hampton Trust's GDPR policies and procedures, ensuring the secure handling of financial and personal data within your control.
- Maintain strict confidentiality regarding all personal, sensitive, or private information related to clients, staff, and partner organisations.

Impact and participation

- Actively support the mission, values, and ethos of Hampton Trust, working collaboratively across teams and contributing to shared goals.
- Ensure all work processes comply with ISO 9001:2015 quality management system requirements.
- Engage fully as a member of the Domestic Abuse Services Team, communicating effectively and planning tailored approaches to support individual needs and promote positive change.
- Stay informed about developments within Hampton Trust and use your expertise to raise awareness of relevant issues with the CEO and Management Team.

Other

- Undertake additional duties as required, in line with the overall scope and responsibilities of the role, demonstrating flexibility and a commitment to organisational needs.
- Full & clean UK Driver's Licence, with access to vehicle and willingness to travel as required

Person Specification

Skills	Essential / Desirable
Excellent written/verbal communication skills to a range of professional audiences	E
Excellent organisational skills; able to prioritise and meet deadlines	E
Robust interpersonal, conflict and crisis-management skills	E
Ability to lead teams, support staff, and work collaboratively	E
Confident multi-agency relationship management	E
High attention to detail and strong IT skills (Microsoft Office)	E
Ability to motivate and engage service users	D
Knowledge	
A robust understanding of domestic abuse, including the impact on adult/child victims	E
Understanding of domestic abuse legislation	E
Strong understanding of safeguarding (adults & children) and risk	E
Knowledge of motivational interviewing principles	E
Ability to use risk assessment tools appropriately	E
Understanding of complex needs and behaviour-change approaches	D
Understanding of the criminal justice system & domestic abuse processes	D
Awareness of current research and policy (e.g., Domestic Abuse Act)	E
Experience	
Minimum 2 years' experience line managing staff	E
Minimum 2 years' experience of project management	E
Minimum 2 years' experience providing support to those affected by domestic abuse or individuals using harmful behaviours	E
Experience producing accurate reports, records and performance data	E
Strong experience representing an organisation in professional forums	E
Experience delivering groupwork or interventions	D
Experience in multi-agency safeguarding/public protection settings	D
Experience of budget management and expenditure	D

Person Specification

Attitude	Essential / Desirable
Reflective, open to feedback, and committed to continuous improvement	E
Reliable, flexible, and able to manage competing demands	E
Other Requirements	
Willingness to work flexibly, including some evenings	E
Commitment to equality, diversity and trauma-informed practice	E
Qualifications/Training	
Relevant degree, vocational qualification or equivalent experience	E
Training in MI, trauma-informed practice, or DA intervention models	D

BENEFITS OF WORKING WITH US

Equal Opportunities

We celebrate diversity and are committed to creating an inclusive environment for all employees. Our company believes that diversity of experience, perspectives, and backgrounds will lead to a better environment for our employees and a better product for our users and the communities we serve.

We do not discriminate on the basis of race, religion, colour, national origin, gender, sexual orientation, age, marital status or disability status. We stand against any form of workplace harassment based on race, religion, gender, sexual orientation, gender identity or expression, national origin, age, genetic information, disability.

Our commitment to diversity and inclusion is unwavering, and we continue to build a company that represents a variety of backgrounds, perspectives, and skills. The more inclusive we are, the better our work will be.

Development and Remuneration

We are committed to the development of our staff and there are plenty of opportunities for growth at Hampton Trust, our roles range from a Band 7 (entry level) to Band 1 (Chief Executive) and we offer continuous training to support you in your development.

This role is a Band 4 and is offered on a full time basis of 37.5 hours across 5 days and is based in Ashurst, Hampshire (Head Office) with co-location days at sites across Hampshire. You must have some flexibility to work evenings to deliver group and to travel for events or conferences on an ad-hoc basis.

Other Benefits

- Contribution pension scheme – NEST with 3% company contribution.
- Free onsite parking at HT office
- 25 days annual leave – increasing to 3 days after 3 years and an additional 2 days after 5 years
- 8 Days Bank Holiday
- 3 additional days leave between Christmas and New Year
- Additional leave for your birthday
- £150 tax free birthday wellness gift
- Ongoing training and development
- Free flu jabs
- Access to free clinical supervision sessions

NEXT STEPS

If you feel you are the right candidate for this role we would **love** to hear from you.

Please complete our online application form by clicking the apply now button on the Hampton Trust website vacancy page.

Hampton Trust is committed to safeguarding and promoting the welfare of vulnerable adults, and expect all staff to share this commitment.

The successful applicant will be required to undertake appropriate safeguarding checks which includes an enhanced DBS check as well as providing proof of right to work in the UK.



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