

JOB DESCRIPTION and PERSON SPECIFICATION

Post Title:	Domestic Abuse Outreach/Coordinator
Service Area:	Health & Community Services
Reports to:	Community Services Manager
Scale:	5

Overall Purpose of Job

- Assist in the development of the Community Services Team
- Provide support to victims of domestic abuse in the District
- Raise awareness and map out service provision for the area

Guiding Organisational Principles

- Leading “Brilliantly”
- Being accountable
- Being in the Work
- Doing what matters for the customer
- Doing what matters for staff
- Designing against demand
- Doing Value work
- Reducing Waste
- Ambition for the Council
- Determination to succeed

Key Roles, Tasks and Responsibilities

1.	To provide a direct service to victims of domestic abuse supporting individuals in difficult situations and providing information about health and social well-being
2.	To assess the needs of victims with the intention of providing relevant support, information and guidance and to signpost them to relevant agencies who can assist or support them.
3.	To undertake CAADA Dash Risk Assessment with each individual and put a safety plan in place to manage that risk. Where appropriate to make referrals to the Independent Domestic Violence Adviser (IDVA) Service
4.	To liaise with housing, Social Services, Police Domestic Abuse Officers, referral desk and any relevant agency or support organisation in the most serious cases in order to secure a positive response for victims.
5.	To comply with data protection and to ensure that protocols are in place when working in partnership with others and that confidentiality is secured.
6.	To record statistical data in terms of victims supported to highlight the difference the service has made to individuals.
7.	To maintain accurate records of work undertaken and to provide summaries and reports as required
8.	To undertake training/awareness sessions for colleagues within the authority as well as external agencies on domestic abuse.

Behavioural Competencies

A.	Communicates
B.	Does the job well
C.	Works With Others
D.	Customer Focus
E.	Contributing Towards Effective Change
F.	Continually Seeks to Improve Performance

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Post Characteristics	
Qualifications, essential experience	1 years experience of providing advice/support to victims of Domestic Abuse.
Allowances	Essential car user
On call/emergency situations	No
Politically restricted posts	No
Checks (CRB/Baseline security check)	CRB

Health and Safety Responsibilities -	
1.	<p>Compliance with the Health and Safety policy is the responsibility of all staff.</p> <p>All staff are responsible for the effective implementation of the Council's Health and Safety Policy and procedures within their Services and report any corporate or significant issues to the Director of Operations as the lead officer on Corporate HSW.</p> <p>Staff should be familiar with and at all times comply with:</p> <ul style="list-style-type: none"> • the Council's general health and safety policy, • the Council's specific health & safety policies and procedures as detailed in the Council health and safety policy documents, and • local department specific health and safety procedures as amended or added to from time to time.
2.	Further Health & Safety information related to this post will form part of your Contract of Employment

Emergency Planning/Response Responsibilities	
	To carry out the duties specified in relation to the post in the Emergency Plan, Business Continuity Plans and other associated documents

Job Description Details	
Reviewed by:	Teresa Neal
Latest Version Date:	26 th January 2012

PERSON SPECIFICATION

Job Title Domestic Abuse Outreach/Coordinator
 Group Health & Community Services Group
 Date completed January 2012
 Completed by Teresa Neal

Criteria	Essential (E)/ Desirable (D)	Method of Assessment (see overleaf)
<u>Knowledge</u> Knowledge of current legislation in terms of domestic abuse.	E	2, 3, 4
Knowledge of support and advice services available to victims.	E	2, 3,4
Knowledge of examples of best practice used to tackle domestic abuse.	D	3,4
<u>Skills/Abilities</u> Ability to relate to individuals and promote choice, well-being and the protection of all individuals	E	4
Ability to respond sensitively and confidentially to people who are distressed and be able to build levels of trust and confidence with them.	E	4
Ability to work to agreed objectives, priorities and deadlines and use of monitoring / evaluation tools	E	4
Good communication skills are required to liaise with other agencies to ensure the effective and efficient management of cases, including report writing	E	4
Must be able to recognise discrimination in its many forms and willing to put the Council's Equality Policies into practice.	E	4
Ability to map out service provision in the area and work with Partners and Agencies to bridge the gap	D	4
Excellent IT skills.	E	4
<u>Experience</u> Experience of working with victims of domestic abuse.	E	3,4

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Experience of working with sensitive and confidential information in compliance with data protection requirements.	E	3,4
Experience of managing a caseload and the ability to maintain accurate and accessible records.	E	3,4
Experience of raising awareness about domestic abuse to different audiences and in various organisations.	E	3,4
Experience of signposting and supporting individuals to access a range of services.	E	3,4
Experience of partnership working and networking with statutory and voluntary organisations.	E	3, 4
<u>Qualifications/Training</u> CAADA Dash Risk assessment trained	D	3,5
<u>Other</u>		
Willing and able to work flexible hours including some unsocial hours	E	4
Able to travel around the district in pursuit of duties	E	4
Has access to own vehicle and able to use the car for business purposes.	E	3,4,5
This post is subject to a Criminal Records Bureau check.	E	4

1. Test prior shortlist
2. Test after shortlist
3. Application form
4. Probing at interview
5. Documentary evidence

Other