

Job Description and Person Specification

Domestic Abuse Support Officer

Job Details:	
Grade	G5
Service	Housing and Homelessness
Location	Various Locations
Job Evaluation Code	A6199

Coventry City Council Values
<p>We expect everyone who works for us to be committed to our One Coventry values and to share our commitment to becoming a more diverse and inclusive organisation:</p> <p>Open and fair: We are open, fair and transparent.</p> <p>Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.</p> <p>Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.</p> <p>Create and innovate: We embrace new ways of working to continuously improve the services we offer.</p> <p>Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.</p> <p>Value and respect: We put diversity and inclusion at the heart of all we do.</p>

Job Purpose

You'll provide support to victims of domestic abuse focusing on individuals with housing issues, who are homeless or threatened with homelessness.

You will be embedded within the local authority housing IDVA team working to create a trauma informed, holistic service for victim survivors. You will provide high quality housing advice and case management for standard risk individuals experiencing domestic abuse. This includes homelessness and housing options advice and intervention to prevent homelessness occurring and to assist the IDVA's in offering specialist advice and guidance to colleagues across the service and beyond who are supporting survivors of domestic abuse.

You will ensure a trauma informed risk led approach is adopted and comprehensive safety and support plans are developed alongside being an integral part of key safeguarding processes such as MARAC.

You will determine the individual housing needs of survivors of domestic abuse who are homeless, threatened with homelessness or need measures to be taken to enhance their safety within their existing home environment such as utilising the Sanctuary Scheme.

Main Duties & Key Accountabilities
To carry a caseload and work directly with service users in a manner that develops and promotes positive, empowered, person-centered relationships.
Ensure appropriate referrals/signposting to other services for survivors and that routes and information is up to date and relevant.
To support victim survivors to identify and assess risks, needs, and develop an outcome and focused support plan with each individual.
To assist victim survivors in ensuring their own safety, maintaining their independence, managing their housing needs and working towards settled accommodation.
Establish and maintain good inter-agency working relationships with statutory agencies, including children's Services, police, commissioned services, housing providers and voluntary sector agencies.
Maintain detailed and accurate case records to assist in accurate recording and reporting of data.
Work alongside colleagues to establish the need for temporary accommodation. Support the victim survivors during this period and develop an appropriate safety and support plan. This will involve working in a variety of locations.
Assist with the administration of key stakeholder meetings such as MARAC to resolve victims/survivors housing and support needs and try and maintain safety. Ensure effective operational joint working to provide survivors with speedy and appropriate housing solutions.
Be involved in promoting the use of internal domestic abuse housing policies and procedures, specialist domestic abuse risk identification and assessment (DASH) and management tools across the service.
Become a Domestic Abuse Champion, assisting the Housing IDVA's to lead the Housing & Homelessness Domestic Abuse champions network and participating in forums and awareness raising events. Offer specialist domestic abuse advice and guidance to colleagues across the service, including assisting with the delivery of domestic abuse training sessions and briefings. Support the development of good practice in this area, acting as a Domestic Abuse Champion for the service.
Liaise with accommodation and housing providers, for example supported temporary accommodation, temporary accommodation and registered providers.
To work closely with Coventry's specialist domestic abuse services and partner agencies to ensure the best outcome for survivors.
Any other duties and responsibilities within the range of the salary grade.

Key Relationships			
External:	<ul style="list-style-type: none"> • Police & Probation • Citizen Housing & Housing Providers • Women's Aid • Valley House • Panahghar • Change, Grow, Live. • Other commissioned and non-commissioned support services • NHS services 	Internal:	<ul style="list-style-type: none"> • Adult's services • Children services • Occupational health • Legal Services • Other local authority colleagues

Standard Information
<p>Post holders will be accountable for carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health & Safety and the City Council's Workforce Diversity and Inclusion Policies. Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.</p> <p>Training</p> <p>The postholder must attend any training and undertake any development activities that are identified as mandatory/beneficial to their role.</p>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Have knowledge of how domestic abuse impacts victim survivors and children.
Knowledge	Knowledge of Housing and Homelessness legislation is desirable but not essential.

Knowledge	An understanding of the remits and resources of relevant statutory bodies and voluntary agencies.
Knowledge	Experience providing support to individuals to sustain/ manage their tenancies and avoid tenancy breakdown
Knowledge	A good understanding of domestic abuse against women and girls with a particular focus on the dynamics of domestic violence (physical, emotional and sexual violence, so called 'honour-based violence', forced marriage, stalking and harassment) and its impact on women, children, families and communities.
Skills And Ability	Excellent interpersonal, mediation and advocacy skills, alongside the ability to form and maintain relationships and professional boundaries.
Skills And Ability	Ability to remain calm in a crisis, working in highly traumatic and distressing situations, working with vulnerable people who may display challenging behaviours with the ability to be empathetic and understanding in challenging situations.
Skills And Ability	Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.
Skills And Ability	Good written and oral communication, strong conflict resolution skills Knowledge of Microsoft Office, particularly Word and Excel.
Skills And Ability	Ability to communicate effectively at all levels, acting as advocate on behalf of survivors
Skills And Ability	The ability to travel around the city and a Flexible approach to working outside core hours.
Skills And Ability	Adaptable and flexible to individual customer needs – able to tailor solutions to solve problems and break down barriers
Skills And Ability	Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.
Skills and Ability	Good report writing skills, including preparing reports for courts, case conference and information for Multi agency Risk Assessment Conferences (MARACS).
Experience	Experience of working directly with survivors of domestic abuse and supporting clients with housing needs.
Experience	Experience of working with the public in a face-to-face environment. An understanding of the criminal justice system and relevant legislation with particular regard to legal and civil options, housing, benefits, matrimonial and children.

Experience	A good knowledge of safeguarding practice, procedures and legislation.
Experience	Experience of managing a caseload and meeting deadlines.
Experience	An understanding of risk management and safety planning.
Experience	Knowledge of working with customers with housing and/or support needs.
Experience	Experience of working with vulnerable groups.
Experience	Understanding of multi-agency and partnership working with external organisations to deliver positive outcomes for individuals.
Qualification	A relevant qualification in domestic abuse is beneficial but not essential.
Special Requirements	This post is exempted under the Rehabilitation of Offenders Act 1974 and as such appointment to this post will be conditional upon the receipt of a satisfactory response to a check of police records via disclosure and Barring Service (DBS).

Declaration			
Reviewed/Created By:	Martin Donovan / Olivia Johnson		
Job Title:	Housing & Homeless Lead / Housing IDVA	Date:	April 2025