



Coventry City Council

Job Description

Job Title:	Domestic Abuse Support Officer	Job Number:	
Service:	Responsive Services	Grade:	4
Location:	Broadgate House / City Wide		

Job Purpose:

To contribute to the effective co-ordination of the Domestic Abuse Information by providing information and support to our partners, Family Hubs, Area Teams and directly to families.

To signpost children and their families to Early Help services to assist in improving outcomes for children/young people affected by Domestic Abuse.

To assist in mapping services available to children and families in Coventry and co-ordinate and keep information data set, which is accessible to all children services.

To assist in raising awareness of domestic abuse services to children, adults, victims, survivors and perpetrators.

To work across children services in order to support, raise awareness around domestic abuse through liaison with staff teams and partner agencies.

Main Duties and Responsibilities:

- Ensure the collation of up to date information regarding Domestic Abuse services in Coventry
- Responds to requests for services, liaising with partner agencies, Managers and Early Help Hubs to ensure all advice and communication (telephone, face to face, emails etc.) is shared
- To access research, projects, information relating to domestic abuse service in Coventry and sharing to enable awareness to be raised
- To support children services staff to develop knowledge and skills in domestic abuse by sharing information gathered
- To work closely with partner agencies who deliver domestic abuse service alongside the Harm Reduction Officer (remaining specific to Domestic Abuse)
- Maintain clear and accurate records and provide information to maintain the agreed reporting systems within requested timescales
- To provide data for reports to monitor the effectiveness of the Domestic Abuse Information Management and services offered to children and families.
- To map and contribute to the development of the effective Domestic Abuse Information which will be used as part of the wider service information Resources folder.
- Work alongside Early help staff to identify any new initiatives available in the community, Coventry Council and partner agencies.
- To use a computer and IT packages to record client data, emailing etc.

- To undertake any other duties as required in line with the scope and spirit of the job purpose, the title of the post and its grading.
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The post holder must comply with Coventry City Council's health and safety policy and in particular is required:-

- To take reasonable care for their own health and safety at work and of those who may be affected by their actions or by their omissions
- To cooperate with their line manager and senior management, to work safely, to comply with health and safety instructions and information and undertake appropriate health and safety training as required
- Not to intentionally or recklessly interfere with or misuse anything provided in the interests of health, safety and welfare
- To report to their manager any health and safety concerns, hazardous condition or defect in the health and safety arrangements.

Any further Health and Safety responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

The post holder must comply with the Interagency procedures of the Safeguarding Boards and Coventry City Council's policies for safeguarding children and safeguarding adults and in particular is required:-

- To ensure they are aware of the signs that may suggest a child or vulnerable adult is being abused or neglected
- To report to their manager, or other appropriate manager, any concerns they may have that suggest that a child or vulnerable adult may be being abused or neglected immediately

Any further Safeguarding Board responsibilities relevant to this post will be set out in the offer letter and Written Statement of Particulars

Post holders will be accountable for carrying out all duties and responsibilities with due regard to the City Council's Equality, Diversity and Inclusion Policy.

Duties which include processing of any personal data must be undertaken within the corporate data protection guidelines.

Responsible to: Responsive Services Team Manger



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Person Specification

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Service:	Responsive Services	Grade:	4
Location:	Broadgate / Citywide		

Area	Description
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Knowledge:	• Of data Protection and Equal Opportunities legislation and their requirements.
	• Knowledge of a range of office systems and procedures.
	• Knowledge of Domestic Abuse support organisations
	• Good knowledge of Safeguarding Procedures
	• Good knowledge of GDPR guidelines.
	• Basic knowledge of Health & Safety in the workplace.
	• Understanding of good customer care

Skills and Abilities:	• Excellent organisational skills to be able to organise and prioritise workload.
	• Able to consistently produce work of a high standard
	• Good interpersonal skills – able to communicate in a friendly, open and constructive manner
	• Ability to work using own initiative
	• Good communication skills
	• Good Information sharing skills
	• Ability to deal with confidential information appropriately.

Experience:	• Use of police systems
	• Of using information systems and IT packages
	• Commitment to on-going personal development and role development
	• Of handling confidential information.

Educational:	• Good level of numeracy and Literacy.
	• Formal IT qualification e.g. NVQ or equivalent.

Special Requirements:	• Willingness to undertake further training and develop knowledge and skills. 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).
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