



Coventry City Council

Job Description

Job Title:	Domestic Abuse Support Officer	Job Number:	
Service:	Responsive Services	Grade:	3
Location:	Broadgate House /City Wide		

Our values:

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.

Job Purpose:

To provide high quality support to teams and individuals within Children's Services that enhances the service's ability to improve outcomes for children and families affected by domestic abuse.

To support the ongoing work of Children's Services in relation to domestic abuse and to contribute to the development and improvement of this work.

Main Duties and Responsibilities:

1. To ensure that all administration tasks related to Children's Services participation in MARAC and other domestic abuse related meetings are completed in a timely manner, to include completing checks using Protocol and the Early Help module and updating Protocol and other professionals.
2. Attendance at MARAC and other domestic abuse related meetings as required.
3. To support the Children's Services representatives for MARAC and other domestic abuse related meetings by completing tasks as requested.
4. Minute taking and administrative tasks related to the Children's Services Domestic Abuse Champions group.
5. To liaise with other professionals and colleagues within Children's Services to ensure that families are receiving the right help at the right time and to ensure that agreed actions are completed in a timely manner.
6. To maintain computerised records and to ensure that information is kept up to date; to include creation of databases and spreadsheets as appropriate and provision of information and reports as required.
7. To ensure that data related to domestic abuse is regularly compiled and updated.

8. To understand the sensitivities and implications of accessing and dealing with sensitive and personal information relating to vulnerable children and families on a daily basis, ensuring that personal data protection training is kept up to date.
 9. Maintaining an understanding of Children's Services priorities and how they relate to individual areas of work.
 10. 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 Workforce 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 Manager

Date Reviewed:

Updated: November 2021



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Person Specification

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Location:	Broadgate House.		

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.
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| | <ul style="list-style-type: none">• 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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Date Reviewed:

Updated: November 2021

