

## Job Description and Person Specification

### Domestic Abuse Support Officer

Job Details	
Grade	3
Service	Responsive Services
Location	Broadgate House /City Wide
Job Evaluation Code	

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><b>Open and fair:</b> We are open, fair and transparent.</p> <p><b>Nurture and develop:</b> We encourage a culture where everyone is supported to do and be the best they can be.</p> <p><b>Engage and empower:</b> We engage with our residents and empower our employees to enable them to do the right thing.</p> <p><b>Create and innovate:</b> We embrace new ways of working to continuously improve the services we offer.</p> <p><b>Own and be accountable:</b> We work together to make the right decisions and deliver the best services for our residents.</p> <p><b>Value and respect:</b> We put diversity and inclusion at the heart of all we do.</p>

Job Purpose
<p>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.</p> <p>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</p>

<b>Key Responsibilities and Accountabilities</b>
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.

<b>Key Relationships</b>			
External:	West Midlands Police	Internal:	CCC Employees
	CCC Services		
	MARAC Coordinator(s)/Team		
	Domestic Abuse support officers - Regional		

Standard Information
<p>Post holders will be accountable for</p> <ul style="list-style-type: none"> <li>• carrying out all duties and responsibilities with due regard to Code of Conduct, Safeguarding, Health &amp; 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.</li> <li>• attending any training and undertake any development activities that are identified as mandatory/beneficial to their role.</li> <li>• any other duties and responsibilities within the range of the salary grade.</li> </ul>

Responsible for
N/A

Person Specification	
Requirements	
Knowledge	Of Data Protection, Equal Opportunities, Legislation and their requirements.
Knowledge	Knowledge of Domestic Abuse support organisations, Safeguarding Procedures and GDPR guidelines.
Knowledge	Knowledge of a range of office systems and processes.
Skills And Ability	Excellent organisational skills to be able to organise and prioritise workload.
Skills And Ability	Ability to work using own initiative and to consistently produce work of a high standard
Skills And Ability	Good interpersonal and communication skills – able to communicate in a friendly, open and constructive manner

Skills And Ability	Ability to deal with confidential information appropriately, good Information sharing skills.
Experience	Of using information systems such as Microsoft and IT packages
Experience	Of handling and processing confidential information
Qualification	Good level of numeracy and literacy
Special Requirements	Willingness to undertake further training and develop knowledge and skills

Disclosure and Barring Service (DBS)			
Does the role require a DBS check? Yes			
And if so, which type?			
Basic Check <input type="checkbox"/>	Standard Check <input type="checkbox"/>	Enhanced Check <input checked="" type="checkbox"/>	Enhanced + barred list check <input type="checkbox"/>

Declaration			
Reviewed/Created By:	Sherrie McMahon		
Job Title:	Operational Lead	Date:	May 2025