

Job Description and Person Specification

Domestic Abuse Support Officer

Job Details	
Grade	GRD5
Service	Housing & Homelessness
Location	Friargate
Job Evaluation Code	A6199

About Coventry City Council

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:

Open and fair: We are open, fair and transparent.

Nurture and develop: We encourage a culture where everyone is supported to do and be the best they can be.

Engage and empower: We engage with our residents and empower our employees to enable them to do the right thing.

Create and innovate: We embrace new ways of working to continuously improve the services we offer.

Own and be accountable: We work together to make the right decisions and deliver the best services for our residents.

Value and respect: We put diversity and inclusion at the heart of all we do.

Job Purpose

This role is embedded within the local authority Housing Domestic Abuse team, working to create a trauma informed, holistic service for victim survivors. You'll provide high quality advice and support to standard risk individuals experiencing domestic abuse (DA) and housing instability. The team employ a safety-led and supportive approach; comprehensive safety and support plans are created following key safeguarding processes such as MARAC.

Main Duties & Key Accountabilities

Carrying a caseload and working directly with service users in a manner that develops and promotes positive, empowered, person-centred relationships.

Supporting victim survivors to identify and assess risks, needs, and develop an outcome and focused support plan with each individual.
Assisting victim survivors in ensuring their own safety, maintaining their independence, managing their housing needs and working towards settled accommodation.
Ensuring appropriate referrals/signposting to other services for survivors, and that routes and information are up to date and relevant.
Establishing and maintaining good inter-agency working relationships with statutory agencies, including children's services, police, commissioned services, housing providers and voluntary sector agencies.
Maintaining detailed and accurate case records to assist in accurate recording and reporting of data.
Working alongside colleagues to establish need for temporary accommodation. Supporting the victim survivor during this period and helping to create an appropriate safety and support plan.
Assisting with the administration of key stakeholder meetings such as MARAC to resolve victims/survivors housing and support needs and try and maintain safety. Ensuring effective operational joint working to provide survivors with speedy and appropriate housing solutions.
Promoting the use of internal domestic abuse housing policies, procedures and processes.
Offering specialist DA advice to colleagues across the service, including the delivery of DA training and promoting the development of good practice.
Assisting the Housing DA team to lead the Housing & Homelessness DA champions network and participating in forums and awareness-raising events.
Liaising with accommodation and housing providers, for example supported temporary accommodation, temporary accommodation and registered providers.
Working closely with Coventry's specialist domestic abuse services and partner agencies to ensure the best outcome for survivors.
Understanding of responsibilities and duties 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
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	Commissioned and non-commissioned support services NHS services
Internal:	Housing and Homelessness team Adult's services Children services Occupational health Legal Services Other local authority colleagues

Standard Information

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.
- attending any training and undertaking any development activities that are identified as mandatory/beneficial to their role.
- any other duties and responsibilities within the range of the salary grade.

Responsible for

Staff managed by postholder: N/A

Person Specification

Requirements

Knowledge	Have knowledge of how housing issues can affect DA victim survivors. Legislative knowledge is advantageous but not required.
	A good understanding of DA and the sub categories under this including domestic violence, honour-based violence, forced marriage, stalking and harassment.
	A good knowledge of safeguarding practice, procedures and legislation. An understanding of risk management and safety planning.
Experience	Experience providing support to individuals to sustain/manage their tenancies and avoid tenancy breakdown

	<p>Excellent interpersonal, mediation and advocacy skills, alongside the ability to form and maintain relationships and professional boundaries.</p>
	<p>Experience of working directly with survivors of domestic abuse and supporting clients with housing needs.</p>
<p>Skills And Ability</p>	<p>Skilled at supporting vulnerable individuals who may present with complex behaviours, while maintaining empathy, patience, and understanding throughout.</p>
	<p>Ability to plan, organise and co-ordinate, working to tight deadlines using own initiative.</p>
	<p>Good written and oral communication, effective conflict resolution skills.</p>
	<p>The ability to travel around the city and a flexible approach to working outside core hours.</p>
	<p>Adaptable and flexible to individual customer needs – able to tailor solutions to solve problems and break down barriers.</p>
	<p>Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds.</p>
	<p>Good report writing skills, including preparing reports for courts, case conferences and information for Multi-Agency Risk Assessment Conferences (MARACs).</p>
<p>Special Requirements</p>	<p>This post is exempted under the Rehabilitation of Offenders Act 1974. As such appointment to this post will be conditional upon the receipt of a satisfactory response via Disclosure and Barring Service (DBS).</p>