

Domestic Abuse Co-ordinator

Grade

G

Contract Type

Fixed term contract

Service Manager- Safeguarding and Support



Designated Safeguarding Officer



Domestic Abuse Co-ordinator



None

Department

Housing & Customer



Housing Management

Role Overview

To provide empathetic and person-centred support to customers who disclose domestic abuse.

To take overall ownership of domestic abuse cases, conduct risk assessment and make appropriate referrals, work with YHG teams and specialist agencies to ensure that appropriate immediate and longer-term actions are taken to reduce risk to the customer.

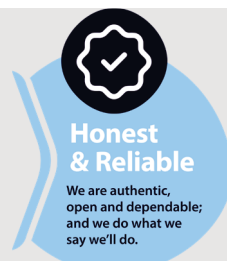
The post holder will retain oversight of all activities done by YHG to support the customer and ensure that they are completed within agreed timescales. They will provide ongoing telephone support to the customer and keep case notes updated.

Basic DBS

RESPONSIBILITIES

- Act as the central point of contact for Domestic Abuse reports from customers, establishing a safe method of contact.
- Identify and co-ordinate delivery of key initial tasks such as making the property safe.
- Carry out a DASH/ Merit risk assessment with customer and refer to Multi Agency Risk Assessment Conference dependent on risk.
- Make safeguarding or other agency referrals as needed.
- Work with customer to identify needs and co-ordinate YHG interventions such as target hardening.
- Refer customer to external statutory or non-statutory agencies offering specialist support or intervention.
- Maintain regular contact with the customer until case closure, regularly reviewing and updating risk assessment to identify changing or escalating risk and proactively managing any disengagement, ensuring case notes are updated regularly.
- Work in line with trauma informed principles.
- Refer perpetrators to behaviour change programmes, identify instances where enforcement measures against perpetrator may be appropriate and refer case to ASB team.
- Review MARAC listings to identify YHG customers and attend MARAC meetings for both referred and identified customers.
- Support line manager with delivery of service development including reporting on performance and securing DAHA accreditation.
- Support line manager in reviewing and developing training for the wider business.
- Stay up to date with best practice in delivering domestic abuse support.
- Support line manager in delivering domestic abuse related initiatives to raise awareness across the business.
- Provide specialist advice to the wider business on domestic abuse cases.

Our values



Creating more places for people to thrive and be recognised as a sector leading landlord.

STRENGTHS

- Empathetic and able to build a trust-based rapport with customers.
- Able to communicate effectively with customers, colleagues, and external agencies.
- Demonstrable ability to use professional curiosity.
- Resilient and able to manage highly emotive calls and situations.
- Ability to work under pressure.
- Excellent Problem-Solving skills
- Ability to manage and prioritise own workload.

ESSENTIAL REQUIREMENTS

- ✓ Experience of working with customers impacted by domestic abuse within a housing environment.
- ✓ Exceptional understanding of the Domestic Abuse Act 2021 and best practice in supporting customers impacted by domestic abuse.
- ✓ Ability to build trust and develop an ongoing rapport with customers.
- ✓ Ability to challenge and escalate concerns with other professionals including Police, IDVAs and Social Care
- ✓ Excellent understanding of best practice in safeguarding adults and safeguarding children
- ✓ Effective interpersonal and communication skills, with the ability to clearly communicate information in a range of ways.
- ✓ Ability to work with internal and external colleagues and teams to delegate, manage and monitor customer support actions and outcomes.
- ✓ Ability to manage and prioritise own workload.

BENEFICIAL TO THE ROLE

- Full UK driving licence and access to a car
- Understanding of trauma informed practice
- Ability to compile and present KPIs and other complex statistical information.
- Awareness of Housing practice
- Understanding of Welfare benefit system

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