Job Description

Job Title: Domestic Abuse Support Assistant

POSCODE: CCC0100

Grade: Grade 2-4

Overall purpose of the job

The DASV Partnership is responsible for the Independent Domestic Violence Adviser Service, working directly with high-risk victims of domestic abuse and the Multi-Agency Risk Assessment (MARAC) process. The Partnership also coordinates Domestic Abuse Related Death Reviews and leads on work to ensure the Local Authority meets it's statutory duty for safe accommodation for victims of domestic abuse.

The postholder will ensure effective recording of referrals to the Independent Domestic Violence (IDVA) Service and to contribute to the effective running of the team and office. Providing office administration and financial support to ensure that services are delivered to a high standard.

Main accountabilities

	Main accountabilities
1.	**Office Support** • Provide timely and effective administrative support (including taking minutes at meetings) • Respond to queries, liaising with the Independent Domestic Violence Advisers, Team. Managers, MARAC Coordinators and other departments and partnerships to ensure all advice and communication (telephone, letters, emails, face-to-face) is delivered to County Council standards and regulatory guidelines. • Responsible for overseeing document & data management. • Responsible for entering referral data onto case management system in an accurate and timely manner. • Assist with the organisation, co-ordination and delivery of services. • Undertake general clerical & administrative tasks and support the team and service as required.
2.	**Financial Support** • Assist in the administration of payments and transactions. • Undertake financial support duties as required to support the efficient delivery of services.
3.	**Management/Team Support** • To provide admin support to IDVA Team Managers, Head of Service and the wider Domestic Abuse & Sexual Violence Partnership Team. • To provide administrative cover to other areas of the team when other support staff are absent. • Oversee that meetings and events are properly planned and arrangements co-ordinated. • Ensure records of meetings are taken and necessary follow up action undertaken . • Use and maintain the team's databases and information systems . • Assist with the monitoring of Council and Service policies & procedures and contribute to the development of the service.
4.	**Health & Safety** • Ensure the maintenance of a healthy and safe working environment. • Take action to reduce the risk to self and others.

5.	**Role Specific** • Ensure understanding of core business of the DASV Partnership and IDVA Service. • Undertake other tasks and responsibilities as required in the delivery of Council services.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	**Subject**	**Essential/ Desirable**
• General Education to GCSE standard with an A*-C or 4-9 grade	English & Maths or equivalent standard	**Essential**
• NVQ Level 2	Business & Administration or equivalent	**Desirable**
• IT Qualified	CLAIT/IBT2/RSA/ECDL	**Desirable**

Minimum levels of knowledge, skills and experience required for this job

Identify	**Essential/ Desirable**
Knowledge	
Knowledge of Data Protection legislation	**Essential**
Understanding of requirement for confidentiality	**Essential**
Knowledge of Council policies & procedures	**Desirable**
Knowledge of office systems/procedures	**Desirable**
Knowledge of relevant legislation	**Desirable**
Skills	
Able to prioritise workload and complete in timely manner	**Essential**
Able to consistently produce work of a high standard	**Essential**
Able to produce accurate records and documents	**Essential**
Good interpersonal skills - able to communicate in a friendly, open and constructive manner	**Essential**
Numerate and literate	**Essential**
Able to work flexibly to meet demands of service	**Essential**
Able to work with others in a team to deliver services	**Essential**
Able to communicate effectively via telephone, email and other communication methods	**Essential**
Able to take comprehensive minutes of meetings	**Essential**
Approachable and adaptable	**Essential**
Ability to grasp, assimilate and apply information and concepts quickly	**Essential**
Project management skills	**Essential**
Experience	

Office administrative experience		**Essential**
Experience of using IT systems, with a good working knowledge of Microsoft Windows and Office packages		**Essential**
Experience of local authority working		**Desirable**
Equality, Diversity and Inclusion (applies to all roles).	Ability to demonstrate awareness and understanding of equality, diversity and inclusion and how this applies to this role.	**Essential**
Net Zero (applies to all roles).	Ability to contribute towards our commitment of becoming a net zero organisation.	**Essential**
Safeguarding (applies to all roles working with children/vulnerable adults).	Demonstrate an understanding of the safe working practices that apply to this role. Ability to work in a way that promotes the safety and well-being of children and young people/vulnerable adults.	**Essential**

Disclosure level

What disclosure level is required for this post?	**None**	Standard
	Enhanced	Enhanced with barred list checks

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default work type is hybrid)	Fixed	**Hybrid**	Field	Remote	Mobile