

Job Description

Job Title: Domestic Abuse Proactive Support Specialist (DAPSS)

POSCODE:

Grade: SO2

Overall purpose of the job

The postholder will work alongside police officers and staff, as part of the force communications centre to improve responses to victims of domestic abuse. The primary function of the role will be to support and upskill police staff. The post will sit within the Independent Domestic Violence Adviser Service

The postholder will also work directly with victims who are experiencing domestic abuse to increase their safety, and where applicable that of their children, by providing crisis support by telephone or face to face, and to assist other aspects of the service as appropriate in order to reduce repeat victimisation.

	Main accountabilities
1.	To quality assure the standard of response that victims of domestic abuse calling the police receive. Listen to calls to the police force communications centre and provide feedback to call handlers on victim engagement, highlighting repeat victimisation, perpetrator history and escalation trends.
2.	To provide operational advice, support, guidance and constructive challenge to police officers and staff dealing with a domestic abuse incident, including reviewing of police risk assessments, and raising concerns where necessary. Ensuring victims' voices, context, and vulnerabilities are clearly understood and recorded at the point of assessment; supporting trauma-informed approaches that minimise re-traumatisation and maximise victim safety.
3.	To design and deliver training for police staff and other agencies to improve responses to domestic abuse. Contribute to continuous improvement of police control room processes and policies. Promote best practice in communication, risk identification, and victim-centred policing. Deliver briefings and training to force communication centre staff on domestic abuse, coercive control, and Raneem's Law.
4.	To undertake risk assessments and risk manage cases identified as a priority, specifically those with additional complexity. To provide flexible crisis support service to victims experiencing, or who have experienced domestic abuse in a way which demonstrates respect and understanding for their individual circumstances with the aim of increasing their safety and that of their children, enabling them to increase their understanding of domestic abuse and its effects and to make informed choices for their future.
5.	To act as a point of escalation within the IDVA Service, when managers are not available, providing advice and support to the team, including mentoring and training.
6.	To act as an advocate on behalf of the victim where appropriate, including writing letters or reports, and accompanying victims to outside agencies e.g. housing departments, social services, solicitors, crown prosecution service, civil & criminal courts, taking into account personal safety and complying with Health and Safety and Equal Opportunities legislation and procedures at all times

7.	To collate information about, and develop effective working relationships with, agencies to which victim's may refer themselves or be referred for further help, including maintaining up to date information on relevant legal, housing and welfare issues, and to identify and challenge practice wherever it occurs which increases risks to victim's and their children's safety. Make onward referrals as appropriate.
8.	To maintain confidential client records both on IDVA and police systems, sharing and managing information in accordance with the General Data Protection Regulations, and other relevant legislation. This will include maintaining records and statistical information on work carried out with survivors of abuse to meet the requirements of funders, the Domestic Abuse and Sexual Violence Strategic Board, and to provide data as part of the ongoing evaluation of the service.
9.	To carry out additional appropriate work related to the development of the domestic abuse service as requested by the line manager or Domestic Abuse and Sexual Violence Strategic Board.
10.	Demonstrate an awareness and understanding of equality, diversity and inclusion.
11.	Ability to contribute to our organisational commitment to becoming a Net Zero organisation by 2030.
12.	Safeguarding commitment <i>(Include for roles involving work with children/vulnerable adults)</i> We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to A level, NVQ3 or equivalent standard	Any	Essential
Bachelor's degree or equivalent professional qualification	Any	Desirable
Completion of the Safe Lives Independent Domestic Violence Advisor Course (or equivalent) or commitment to do so.		Essential

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

Identify	Describe	Essential/ Desirable
Knowledge		

Nature of domestic abuse, its effects on victims and their children, risk assessments, safety planning and typologies of domestic abuse	Detailed knowledge of relevant subject matter area Demonstrable knowledge and understanding of domestic abuse	Essential
Knowledge of the range of statutory and voluntary agencies with which victims and children may come into contact when experiencing domestic abuse including local specialist services	Detailed knowledge including the following: <ul style="list-style-type: none"> • Police • Children’s Services • Adults Social Care • Housing • Probation • Local specialist DASV Services • Local substance use services • Health 	Essential
Knowledge of Criminal Justice System in relation to domestic abuse and other legal options available to victims experiencing domestic abuse – including civil options	Knowledge of criminal and civils courts. Knowledge of relevant criminal and civil orders	Essential
Knowledge of trauma informed working and practices	Detailed knowledge	Essential
Knowledge of legal, welfare & housing rights of victims experiencing domestic abuse.		Desirable
Skills		
Communication	An excellent range of communication skills at all levels. Proven verbal communication and relationship management skills. Ability to challenge other professionals in a respectful manner. Ability to quickly establish personal credibility working with a wide range of stakeholders. Sound report writing and presentation and skills Ability to represent the council with a range of partners at the equivalent level to the role and on occasion represent the team manager if needed.	Essential
Planning and Self Management	Good planning and organisational skills, managing time effectively and proactively. Ability to cope with demanding workloads	Essential

	<p>by prioritising to consistently meet crisis situations.</p> <p>Ability to manage a range of conflicting priorities</p> <p>Demonstrates professional resilience</p>	
Decision Making and Analytical	<p>Ability to understand complex and sensitive issues and provide sound, professional and reliable advice.</p> <p>Careful attention to detail and the ability to check all work for accuracy and quality standards</p>	Essential
IT	Competent with case management and other IT systems and competent with Microsoft Office packages	Essential
Travel	Able to travel independently around the whole county to engage effectively with stakeholders and clients.	Essential
Experience	Give an idea of the type and level of experience required do not specify years of experience.	
Work in the domestic abuse field	Demonstrable experience of directly supporting victims of domestic abuse	Essential
Working with police	Experience of working for the police or within a role that requires significant interaction with the police	Desirable
Training and Facilitation	Experience of design, delivery or facilitation of training/workshops	Desirable
Working on a helpline	Experience of responding to victims of domestic at point of disclosure	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 – police vetting also required.	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 This role will be approximately 50% fixed and 50% hybrid	Hybrid	Field	Remote	Mobile
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