Role Profile

Job Title	**Culturally Integrated Family Approach (CIFA) and Domestic Abuse Programme Officer**
Location:	**Colindale**
Directorate:	**Family Services**
Service:	**Violence Against Women & Girls (VAWG)**
Grade:	**H**
Salary Range:	**£40,575 - £44,184**
Reports to:	**VAWG Strategy Manager**

1. Job Purpose:

To support the delivery, monitoring and continuous development of the Pan-London Culturally Integrated Family Approach (CIFA) Programme across participating London boroughs, ensuring effective programme governance, stakeholder engagement, quality assurance, performance monitoring and compliance with funding requirements.

The postholder will act as a key liaison between participating local authorities, commissioned providers, funding bodies, evaluation partners and safeguarding agencies, supporting effective programme delivery, partnership working and positive outcomes for children, families and victims of domestic abuse.

In addition, the postholder will provide programme, partnership and strategic support to Barnet's Violence Against Women and Girls (VAWG) agenda, contributing to local priorities, service development, performance monitoring and partnership activity.

2. Key accountabilities:

Programme Delivery and Coordination

- Coordinate the delivery and implementation of the Pan-London CIFA Programme across participating boroughs.
- Support the mobilisation and onboarding of new boroughs, services and partners.

- Maintain oversight of programme plans, milestones, risks, actions and deliverables.
- Lead performance monitoring and challenge partner agencies where delivery is not on track, ensuring agreed objectives, timescales and funding requirements are achieved
- Identify barriers, risks and underperformance, providing constructive challenge and driving remedial action to improve programme delivery and outcomes
- Lead continuous improvement activity, using performance information, stakeholder feedback and learning to shape programme development
- Represent Barnet and the CIFA programme at partnership meetings, practitioner forums and regional networks as required

Partnership and Stakeholder Engagement

- Act as a key point of contact for participating boroughs and partner agencies.
- Develop and maintain positive working relationships with local authorities, domestic abuse services, safeguarding partners, health services, criminal justice agencies and commissioners.
- Coordinate partnership meetings, workshops, learning events and network forums.
- Influence partners to adopt good practice and contribute to consistent delivery standards across participating boroughs
- Provide professional challenge and strategic coordination to partners to ensure effective communication, accountability and delivery of agreed actions

Performance, Monitoring and Quality Assurance

- Lead and oversee the collection, analysis and reporting of programme performance data.
- Monitor referral pathways, service activity, outcomes and engagement across participating boroughs.
- Analyse performance information and use findings to challenge practice, influence strategic decision-making and drive service improvement
- Lead quality assurance activity to ensure consistency and fidelity to the CIFA model and identify areas requiring improvement or escalation
- Coordinate audits, reviews and improvement plans where required.
- Support the monitoring and escalation of safeguarding concerns and emerging themes.

Governance and Reporting

- Support and maintain programme governance arrangements.
- Prepare reports, briefings and presentations for programme boards, steering groups, commissioners and senior leaders.
- Maintain programme documentation including risk registers, action plans and decision logs.
- Track, scrutinise and challenge progress against agreed actions, escalating concerns and risks where delivery is not being achieved

Financial and Contract Monitoring

- Lead on the operational financial processes for programmes, including procurement activity, raising and monitoring purchase orders, and processing invoices.
- Support monitoring of programme expenditure, grant funding and contractual requirements.
- Track performance returns and reporting requirements from providers and boroughs.
- Assist with the preparation of reports required by commissioners and funders.
- Escalate financial, contractual or performance concerns where required.

Learning, Development and Evaluation

- Coordinate learning and practice development activity across participating boroughs.
- Support communities of practice and opportunities for shared learning.
- Liaise with RISE and appointed evaluation partners to support the collection, collation and submission of evaluation information and evidence.
- Drive implementation of recommendations arising from evaluations, audits and reviews, monitoring progress and impact
- Assist in evidencing programme impact and outcomes.

Victim, Survivor and Child Voice

- Support approaches that ensure the experiences of victims, survivors and children inform programme development and improvement.
- Promote culturally responsive and trauma-informed practice across the programme.
- Contribute to ensuring services remain accessible and responsive to diverse communities.

Barnet VAWG Responsibilities

In addition to Pan-London programme coordination, the postholder will:

- Support delivery of Barnet's VAWG Strategy and associated action plans.
- Support the development of bids, funding opportunities and service improvement initiatives.
- Coordinate local VAWG partnership meetings, workshops and awareness activities.
- Assist with performance monitoring and reporting across VAWG services.
- Contribute to needs assessments, service reviews and strategic development work.
- Provide flexible support to emerging priorities within the Community Safety and Safeguarding Service.

Promotion of Corporate Values

To ensure that customer care is maintained to the agreed standards according to the council's values. To ensure that a high level of confidentiality is maintained in all aspects of work. Our values:

Caring / **L**earning to Improve / **I**nclusive / **C**ollaboration

Flexibility

In order to deliver the service effectively, a degree of flexibility is needed and the post-holder may be required to perform work not specifically referred to above. Such duties, however, will fall within the scope of the post, at the appropriate grade.

The Council's Commitment to Equality

To deliver the council's commitment to equality of opportunity in the provision of services. All staff are expected to promote equality in the workplace and in the services the council delivers.

PERSON SPECIFICATION

Job Title	**CIFA and Domestic Abuse Programme Officer**
Location:	**Colindale/Hybrid**
Directorate:	**Family Services**
Service:	**Violence Against Women & Girls (VAWG)**
Grade:	**H**
Salary Range:	**£40,575 - £44,184**
Reports to:	**VAWG Strategy Manager**

Criteria	**Essential/Desirable**	**Assessed by:**
Professional Membership/Qualification		
Degree or relevant professional qualification or equivalent recent and relevant experience.	Essential	Application/Interview
Experience & Knowledge		
Knowledge of project management techniques, including governance and risk management	Essential	Application/Interview
Knowledge of financial management procedures including including procurement activity, raising and monitoring purchase orders, and processing invoices.	Essential	Application/Interview
Experience of analysing performance information and producing reports to support service improvement and decision-making	Essential	Interview
IT literate with experience of Microsoft Word, Excel, Outlook, MS Project, PowerPoint, ability to learn bespoke systems.	Essential	Application/Interview
Experience of coordinating complex projects or programmes involving multiple agencies.	Essential	Interview
Experience of providing administrative support to individuals, services or programmes.	Essential	Application/Interview

Experience of supporting projects and service improvement work.	Essential	Interview
Experience of partnership working across multiple organisations.	Essential	Application/Interview
Experience of producing reports, briefings and presentations for senior stakeholders.	Essential	Application/Interview
Experience of organising and facilitating meetings, workshops and events.	Essential	Application/Interview
Skill & Ability		
Understanding of projects and programmes management administration.	Essential	Interview
Ability to accurately record meeting minutes and action points.	Essential	Interview
Able to effectively plan and organise a wide and challenging workload.	Essential	Interview
Is self-motivated and able to manage own work, including work on multi-projects.	Essential	Interview
Ability to communicate effectively with a wide range of people maintaining a professional manner in high pressure situations.	Essential	Application/Interview
Values & Behaviours		
Caring		
Integrity- I work with candidates and colleagues in a way that builds trust.	Essential	Interview
Empathy- I say “thank you” and “well done” where appropriate, and take time to ‘check in’ to see if the people I work with are ok	Essential	Interview

Support- I support my colleagues to deliver excellent services. I focus on resolving any issues and capturing lessons learnt	Essential	Interview
Learning to Improve		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Desirable	Interview
Agile-I am fully empowered to act within the scope of my role	Essential	Interview
Growth Mindset- I take responsibility for my own personal development, growth and learning and support others with their learning and development where I can	Essential	Interview
Inclusive		
Personal Responsibility- I am curious about what is important to others around diversity. I reflect and act upon this curiosity to improve my own understanding	Essential	Interview
Engage with discomfort- I am open to and reflect on what makes me uncomfortable and use my engagement with others to challenge myself and constructively challenge others	Desirable	Interview
Champion Diversity- I recognise the advantages and importance of equality, diversity and inclusion in delivering outcomes for residents, and take an active role to ensure they are implemented and integrated in everything I do.	Essential	Interview
Collaborative		
One Team- I actively and purposefully build my network of relationships with people across the Council and with partners. I proactively seek feedback and evidence as a way of learning from and improving the way I work with others	Essential	Interview
Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet	Essential	Interview
Outcomes Focused- I adapt my way of working to best suit the outcome we are trying to achieve within the scope of my role and professional standards	Desirable	Interview