

## Role Profile

<b>Job Title</b>	<b>Senior Domestic Abuse Intervention Officer (Senior DAIO)</b>
<b>Location:</b>	<b>Colindale/Hybrid</b>
<b>Directorate:</b>	<b>Family Services</b>
<b>Service:</b>	<b>Violence Against Women &amp; Girls (VAWG)</b>
<b>Grade:</b>	<b>J</b>
<b>Salary Range:</b>	<b>£48,003 - £53,172</b>
<b>Reports to:</b>	<b>DA and VAWG Team Manager, Barnet Domestic Abuse Support Hub (BDASH)</b>

### 1. Job Purpose:

This post combines front-line practice with management of case work, supervision of staff and partnership/strategic/development work. The post is key to developing Barnet's model of domestic abuse intervention in line with the Council's Domestic Abuse (DA) and Violence Against Women and Girls (VAWG) Strategy. Barnet's service model implements an approach that is innovative, pragmatic, holistic and robust in its approach to working with victims and their families of domestic abuse.

### 2. Key accountabilities:

#### Management Responsibility:

- 1) To lead, motivate, nurture and line manage a staff team consisting of IDVAs, DA Intervention Officers and one DA & VAWG Coordinator to deliver Barnet's DA Support Hub (BDASH) work on a daily basis
- 2) To be responsible for receiving, assessing, allocating, reviewing, and closing cases. To keep abreast of developments in all the cases covered by the team.
- 3) To assess the level of risk and/or service to be offered to service users, ensuring that the highest priority work is allocated and that the safety and wellbeing of the victims and survivors and their families are secured. This includes making decisions about the immediate safety of vulnerable adults, young people and at risk of significant harm.
- 4) To provide regular professional supervision to members of the team.

- 5) To support team members in undertaking face to face assessments and visits to victims/survivors
- 6) To attend weekly DA Support Hub Referrals and Risk Assessment meeting
- 7) To provide oversight of their caseload, development, and wellbeing.
- 8) To have oversight of all cases being taken to MARAC
- 9) To provide expertise, specialist guidance and consultation as needed to staff and other professionals, both internal and external to the Council, contributing directly to the reduction of risk and the safety of victims and survivors
- 10) To ensure that the Service provided is effective and delivers the required outcomes, and that all cases are dealt with in a timely manner.
- 11) To take responsibility for managing complex cases and undertake specific tasks, responsibilities and duties that contribute positively to the development of the DA Support Hub
- 12) To take responsibility for overseeing threshold decisions on all cases managed within DA Support Hub and ensuring the joint management of cases where necessary with colleagues in Children's/Adults services and Housing
- 13) To lead, contribute and support the development of best practice, policies, and procedures within the DA Support Hub
- 14) To communicate effectively with other colleagues across the service and take a lead in the development of strong and effective multi-agency relationship building.
- 15) To take a lead in managing team meetings and other related team functions, in the absence of the DA and VAWG Team Manager
- 16) To attend local strategic forums including MARAC, MARAC Steering Group meeting MARAC AWAY day, Child in Need, Child Protection and Adults and Families review meetings
- 17) To think creatively and imaginatively in order to solve complex professional problems concerning individual adult, children, their families and other carers.
- 18) To develop and maintain effective working relationships with relevant statutory and independent sector agencies requiring the capacity to advice and influence as appropriate.
- 19) To chair or participate in reviews and meetings attended by users as well as by colleagues and representatives of other agencies, as above. Also, to represent the Family Service and the wider Children's Service at meetings both within and outside the Council.
- 20) To provide information, including written reports, to ensure effective service delivery and to influence strategy development.
- 21) To take lead responsibility for the development and ongoing implementation of children's plans within the relevant service area.
- 22) To secure services for survivors of domestic abuse and their families and across the Service as needed, and in accordance with the relevant schedules of delegated authority.

- 23) To investigate and prepare replies to Freedom of Information requests and Members' enquiries, and to deal with complaints according to corporate procedures.
- 24) To provide a responsive service to emergency situations ensuring the safety and wellbeing of the survivors of domestic abuse and their families . This may involve working outside core hours and being available for discussion, advice and decision making.
- 25) To keep up to date with good practice guidance, current legislation, Government initiatives, and local policies and procedures with a view to playing a lead role in disseminating these within the team.
- 26) To secure good outcomes for survivors of domestic abuse and their children and the most efficient use of the council's resources.
- 27) To promote the role of the council as corporate parent
- 28) To promote equality of opportunity for users in accessing the services provided.
- 29) To deliver training to colleagues and other professionals regarding domestic abuse and gender-based violence
- 30) To ensure representation of the BDASH Team at Child in Need (CIN) , Child Protection (CP) and Adult and Families review meetings
- 31) To participate in awareness raising and outreach work within Barnet to promote BDASH
- 32) To deputise for the DA and VAWG Team Manager and to cover for peers by representing BDASH within and outside the council, taking the lead in relation to specific project and service developments.

**Case Work:**

- 33) To understand the context of domestic abuse, gendered violence, power and control and to design and implement case interventions accordingly.
- 34) To directly undertake pro-active case work as needed to reduce risk and make victims safe. This includes visiting at home victims as needed, undertaking assertive outreach work to engage multiple and complex needs, working jointly with partner agencies, participating in and chairing case reviews, reporting to Court and other forums, delivering actions within timescales, advocating for victims and meeting agreed targets.
- 35) To assess and balance risk and protective factors within a legislative, theoretical, best practice and policy framework.
- 36) To communicate effectively with victims, their families where appropriate, ensuring that their views are heard and recorded accurately.
- 37) To establish rapport and build a respectful, honest and safe relationship with victims, their families
- 38) To provide and present written and verbal reports which are concise, informative and based on analysis of complex evidence
- 39) To review and reassess evidence when necessary and ensure safety planning for victims is informed by new information.
- 40) To undertake risk reduction interventions using a range of methodologies.

- 41) To utilise problem solving skills within the context of a professional relationship with victims, their families
- 42) To use research findings and statutory guidance to inform practice.
- 43) To understand, respect and promote the rights of victims.
- 44) To ensure all matters in respect of child and adult safeguarding are dealt with promptly, effectively and in line with procedures.

**Partnership with other Agencies:**

- 45) To ensure assessments include views from other agencies as part of undertaking a holistic analysis of needs/risks of victims and perpetrators.
- 46) To ensure there is good communication and liaison between the staff of the service and other agency professionals.
- 47) To ensure that contacts and requests from other agencies are met with a helpful and timely response from all staff within the service.
- 48) To ensure that staff within the service have a good understanding of the roles and responsibilities of key agencies including their statutory responsibilities.
- 49) To work with other agencies on projects and service developments which promote an integrated approach and multi-disciplinary working.
- 50) To represent the service across the professional network and form productive working relationships with key professionals from other agencies.
- 51) To understand information sharing requirements and to share information as needed about victims, perpetrators and their families with other agencies in order to reduce the risk of harm, promote their welfare and prevent crime in line with the requirements of the UK General Data Protection Regulation (GDPR) and Data Protection Act 2018, the common law duty of confidentiality (in relation to information shared by a victim with a professional with an expectation of confidentiality), the Information Commissioner's Office's (ICO) Data Sharing Code of Practice
- 52) To devise and deliver training to colleagues and other professionals regarding domestic abuse and gender-based violence.

**Information:**

- 53) To use systems and performance information to improve service delivery, including gathering and analysing statistical information in order to facilitate effective managerial decision making.
- 54) To ensure that staff use the appropriate recording systems and keep all records accurate and up to date, taking appropriate steps to maintain a satisfactory level of security and confidentiality.
- 55) To keep abreast of new legislation, guidance and regulations relating to the service area, acting as a specialist for the department as required.
- 56) To make full and proper use of IT systems in order to carry out the management functions of the post effectively.

**General:**

- 57) To take part in working groups to deal with specific issues or tasks as requested.

- 58) To assist in the development of policies, procedures and working practices at local, pan London and inter-agency levels.
- 59) To co-ordinate and manage team and service area meetings.
- 60) To assist the DA and VAWG Team Manager to discharge the overall management functions of the Service Area, and to participate effectively as a member of the service area management team.
- 61) To assist the to develop and implement the VAWG team Business plan, Team Plan, and any other Action Plans as necessary.

### 3. Financial Responsibilities:

None

### 4. Staff Responsibilities

Line Management of IDVAS and DAIOs staff within the VAWG team.

### 5. Health and Safety Responsibilities:

As a manager of the London Borough of Barnet, you are required to:

- Abide by of Barnet's health and safety policy, associated arrangements, and implement the Senior manager's/Director's responsibilities set out therein.
- Complete mandatory health and safety training
- Ensure strategic/service plans take account of health and safety risks and effects on employee wellbeing
- Monitor health and safety compliance arrangements and take action where there are concerns
- Include health and safety in regular management team/board meetings
- Lead by example, monitor and enforce health and safety compliance of managers
- Ensure sufficient resources are allocated to managing risk

### 6. 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 / Learning to Improve / Inclusive / Collaboration

### 7. 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.

### 8. 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

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<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
- Level 3 regulated qualification in supporting victims of domestic abuse (e.g., SafeLives IDVA training or equivalent).  Demonstrable knowledge of: <ul style="list-style-type: none"> <li>• Domestic abuse legislation and safeguarding frameworks (e.g., Domestic Abuse Act 2021, Children Act 1989, Care Act 2014).</li> <li>• Civil, family, and criminal justice processes, including protective orders and special measures.</li> <li>• Risk assessment tools such as DASH and safety planning frameworks.</li> <li>• Understanding of trauma-informed practice and intersectional needs of victims.</li> <li>• Commitment to ongoing professional development and willingness to undertake clinical supervision</li> </ul>	Essential	Application
Educated to degree level or relevant and UK recognised professional skills and qualifications commensurate with the needs of effective service delivery i.e. Psychology, Mental Health, Counselling, Social work.	Essential	Application
Minimum of 3 years post qualification in domestic abuse work.	Essential	Application
Basic training in management competencies	Essential	Application
<b>Experience &amp; Knowledge</b>		
Experience in directly undertaking and line-managing case work involving the assessment and management of serious and complex risk involving victims / perpetrators of domestic abuse and their families	Essential	Application/Interview

Experience in line-managing staff and undertaking duties relating to HR processes e.g. staff induction, supervision, probation, appraisal, absence and professional development and evaluation for supervisees	Essential	Application/Interview
Ability to summarise, analyse and evaluate complex information quickly and take decisions accordingly	Essential	Application/Interview
Ability to create a rapport and build effective relationships with victims, their families, professionals and community networks	Essential	Application/Interview
Ability to prioritise risk and be responsible for achieving safe outcomes	Essential	Application/Interview
Ability to manage a number of competing pressures while taking decisions, undertaking assessments and interventions and supervising the assessments and interventions of staff	Essential	Application/Interview
Ability and willingness to be creative, flexible, resilient, pragmatic and needs-led in approach to risk assessment and risk reduction including conducting home visits, working outside usual office hours etc	Essential	Application/Interview
Ability to apply robustly legislative and statutory guidance regarding domestic abuse, gender-based violence, child and adult safeguarding and additional vulnerabilities e.g. mental health, homelessness	Essential	Application/Interview
Ability to implement a range of interventions, methodologies and plans in a clear, robust, holistic, pragmatic and risk-focused way	Essential	Application/Interview
A high level of interpersonal, communication and negotiation skills including the ability to deal with complex issues in a sensitive and appropriate manner	Essential	Application/Interview
To keep up to date with good practice guidance, current legislation, Government initiatives, and local policies and procedures with a view to playing a lead role in disseminating these within the team.	Essential	Application/Interview
Experience of working with victims and families of domestic abuse, gender-based violence, risk analysis and management, child / adult safeguarding and additional vulnerabilities e.g. mental health, substance misuse, homelessness	Essential	Interview
Experience of conducting holistic and robust assessments of risk, working in partnership with clients and professionals to devise, implement and review plans and in achieving safe outcomes	Essential	Interview
Knowledge of roles and responsibilities of the key agencies supporting victims and perpetrators of domestic abuse and their families	Essential	Interview

Experience in working with partner agencies to assess and manage risk and in bringing about positive outcomes for clients	Essential	Interview
Experience in developing and improving partnership working with key agencies	Essential	Interview
<b>Skill &amp; Ability</b>		
Ability to lead the staff team, taking an overview of the work, allocating responsibilities to staff, ensuring effective throughput of work	Essential	Application/Interview
Ability to motivate, influence and manage staff to ensure robust and holistic risk assessment and management and achieving good outcomes	Essential	Application/Interview
Ability to contain the professional anxieties of staff and professionals and model a resilient, flexible, calm, rational and supportive approach to risk management	Essential	Application/Interview
Ability to communicate effectively to victims, their families and at all levels professionally to a high standard	Essential	Application/Interview
Ability to work quickly and effectively using ICT to produce high-quality written work, manage case work in the service, produce good quality data and manage individual / team calendars.	Essential	Application/Interview
Ability to represent the service well in a number of forums	Essential	Application/Interview
Ability to provide reports about individual and service performance	Essential	Application/Interview
Ability to investigate complaints thoroughly and produce analytical and succinct reports in a timely way	Essential	Application/Interview
Ability to deputise for the DA and VAWG Team Manager and represent the service effectively to senior management within the Council and to partner agencies	Essential	Application/Interview
Ability to plan, manage and review service delivery	Essential	Interview
Ability to recruit, manage and develop a staff team.	Essential	Interview
Ability to chair meetings involving service users and other professionals	Essential	Interview
Ability to manage change and stress in self and others	Essential	Interview
Good written and verbal reasoning skills and the ability to produce reports to the required standard, to develop, monitor and maintain appropriate recording systems and to develop such skills in others.	Essential	Application/Interview

Able to make decisions and delegate tasks appropriately	Essential	Interview
Ability to establish and maintain appropriate professional boundaries with colleagues and service users and to ensure that workers in the team do the same	Essential	Interview
Sound knowledge of legislation and relevant guidance	Essential	Interview
Progressive knowledge of current research and evidence-based practice	Essential	Interview
Ability to support colleagues in the recording of data, in line with VAWG Team data management systems	Desirable	Application/Interview
<p>Special Job Requirements</p> <ul style="list-style-type: none"> <li>Enhanced DBS check required.</li> <li>Occasional evening or weekend work may be required.</li> <li>Travel across the borough and to court or multi-agency meetings may be necessary.</li> <li>Willingness to work flexibly and beyond office hours as and when necessary</li> </ul>	Desirable	Application/Interview
Ability to engage with victims, their families as appropriate and families as needed in a, fair, open, firm, comprehensible and professional manner.	Essential	Interview
Ability to understand and work with clients who have complex and multiple needs	Essential	Interview
Ability to engage clients who are resistant / avoidant	Essential	Interview
Ability to challenge and motivate clients and bring about change	Essential	Interview
Ability to establish and maintain effective working relationships across the Council and with external partners	Essential	Interview
<b>Values &amp; Behaviours</b>		
<b>Caring</b>		
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
<b>Learning to Improve</b>		
Insight- I regularly rely on evidence and professional standards to support my work and decision making.	Essential	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
<b>Inclusive</b>		
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	Essential	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
<b>Collaborative</b>		
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	Essential	Interview