

## Role Profile

<b>Job Title</b>	<b>Domestic Abuse Intervention Officer (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>I</b>
<b>Salary Range:</b>	<b>£42,771 - £46,968</b>
<b>Reports to:</b>	<b>Senior DA Intervention Officer, Barnet Domestic Abuse Support Hub (BDASH)</b>

### 1. Job Purpose:

- To provide high-quality, independent, and trauma-informed support to victims of domestic abuse who are at risk of harm. The DAIO will work across statutory and community settings to ensure victims' safety, advocate for their needs, and support them through the criminal justice system and other relevant services. This post is key to developing Barnet's model of domestic abuse intervention in line with the Council's Domestic Abuse and Violence Against Women and Girls Strategy
- To assess need, plan and deliver focused intervention to safeguard vulnerable adults, children and families and promote positive outcomes.
- To contribute to the delivery of highly effective Barnet's Domestic Abuse Support Hub (BDASH) in an efficient manner, taking responsibility for working and managing a caseload within a framework of appropriate supervision, dependent upon the complexities of the case.

### 2. Key accountabilities:

#### Direct Support to Survivors and Victims of DA:

- 1) Provide emotional and practical support to victims of domestic abuse, including safety planning and risk assessment using tools such as DASH.
- 2) Develop plans regarding victims and survivors of domestic abuse and implement tailored support plans based on individual needs and risks.

- 3) Support victims through criminal, civil, and family justice processes, including court attendance and special measures applications.
- 4) Facilitate access to safe accommodation, health services, legal advice, and other relevant support.
- 5) To undertake pro-active case work to reduce risk and make victims safe including visiting in the community and at home as needed, undertaking assertive outreach work to engage multiple-needs victims and survivors, working jointly with partner agencies, participating in and chairing case reviews, professional meetings, reporting to Court and other forums, delivering actions within timescales, advocating for victims and meeting agreed targets
- 6) To assess and balance risk and protective factors within a legislative, theoretical, best practice and policy framework.
- 7) To communicate effectively with victims and survivors, their families where appropriate ensuring that their views are heard and recorded accurately
- 8) To establish rapport and build a respectful, honest and safe relationship with victims, their families where appropriate and perpetrators as needed
- 9) To undertake risk reduction interventions using a range of methodologies
- 10) To utilise problem solving skills within the context of a professional relationship with victims, their families where appropriate
- 11) To use research findings and statutory guidance to inform practice
- 12) To understand, respect and promote the rights of victims and survivors of domestic abuse
- 13) To ensure all matters in respect of child and adult safeguarding are dealt with promptly, effectively and in line with procedures.

### **Multi-Agency Working:**

- 14) Act as a key partner in Multi-Agency Risk Assessment Conferences (MARAC), MAPPA, and other safeguarding forums.
- 15) Liaise with professionals across housing, health, education, police, and social care to ensure coordinated support.
- 16) To ensure assessments include views from other agencies as part of undertaking a holistic analysis of needs/risks of victims and perpetrators
- 17) To ensure good communication and liaison with other agency professionals
- 18) To ensure that contacts and requests from other agencies are met with a helpful and timely response
- 19) To have a good understanding of the roles and responsibilities of key agencies including their statutory responsibilities
- 20) 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 Data Protection Act and GDPR
- 21) To work with other agencies as identified with management on projects and

service developments which promote an integrated approach and multi-disciplinary working

- 22) To deliver training to colleagues and other professionals regarding domestic abuse and gender-based violence
- 23) To attend Child in Need (CIN) , Child Protection (CP) and Adult and Families review meetings
- 24) Act as a single point of contact (SPOC) for victims and survivors of DA where appropriate, simplifying communication and reducing re-traumatisation

**Advocacy and institutional Engagement:**

- 25) Advocate for victims' voices to be heard in service planning and delivery.
- 26) Contribute to institutional advocacy by identifying systemic barriers and participating in strategic forums such as VAWG Forum, DA Champions Network, MARAC and MARAC Steering Group.

**Record Keeping and Case Management:**

- 27) Maintain accurate, confidential, and up-to-date case records in line with GDPR and safeguarding protocols.
- 28) To devise written intervention plans regarding victims and survivors of domestic abuse based on assessed need and risk
- 29) Regularly review risk and needs assessments and update support plans accordingly.
- 30) To provide and present written and verbal reports which are concise, informative and based on analysis of complex evidence
- 31) To ensure that victims and survivors as needed are provided with written reports about their circumstances and plans for intervention
- 32) To review and reassess evidence when necessary and ensure safety planning for victims is informed by new information.

**Professional Development and Supervision:**

- 33) Undertake a minimum Level 3 qualification relevant to domestic abuse support.
- 34) Participate in regular line management and clinical supervision.
- 35) Engage in continuous professional development and training, including specialist areas (e.g., child victims, older people, LGBTQ+ victims).

**General:**

- 36) Operate within the Council's financial regulations, budgetary framework, and the service's delegated powers to minimise the risk of a breach and ensure that the service delivers value for money.
- 37) Ensure all financial transactions actioned are recorded and accounted for to the standards required.
- 38) Be committed to the Council's core values of public service, quality, equality and empowerment.

- 39) This post may be required to carry out other reasonable duties commensurate with the grade, as requested by line manager.
- 40) This job description is not exhaustive and may change as the post or the needs of the Council develop. Such changes will be subject to consultation between the post holder and their manager and, if necessary, further job evaluation.
- 41) Work with a degree of flexibility required to perform work not specifically referred to above although falling within the scope of the post at the appropriate grade.

**3. Financial Responsibilities:**

None

**4. Staff Responsibilities**

None

**5. Health and Safety Responsibilities:**

As an employee of the London Borough of Barnet, you are required to:

- Abide by Barnet's health and safety policy and associated arrangements
- Complete mandatory health and safety training
- Follow safe systems of work and use devices/guards provided for safety.
- Wear/use personal protection equipment where issued and instructed to do so, including lone working devices.
- Report any Accident/Incidents/Hazards.
- Take care of your own and other's safety, health and wellbeing

**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

<b>Job Title</b>	<b>Domestic Abuse Intervention Officer (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>I</b>
<b>Salary Range:</b>	<b>£42,771 - £46,968</b>
<b>Reports to:</b>	<b>Senior DA Intervention Officer, BDASH</b>

<b>Criteria</b>	<b>Essential/Desirable</b>	<b>Assessed by:</b>
<b>Professional Membership/Qualification</b>		
<ul style="list-style-type: none"> <li>- Level 3 regulated qualification in supporting victims of domestic abuse (e.g., SafeLives IDVA training or equivalent).</li> <li>- 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> </li> </ul> <p>Applications are welcome from those who can demonstrate a willingness to undertake a relevant qualification within 6 months of appointment.</p>	Essential	Application
Must have a satisfactory DBS outcome	Essential	Application
<b>Experience &amp; Knowledge</b>		
Significant experience of working with victims/survivors of domestic abuse or with service users with complex needs	Essential	Application/Interview
Working with high risk/high vulnerability families	Essential	Application/Interview

<p>Specialist training in working with:</p> <ul style="list-style-type: none"> <li>• Children and young people (e.g., CHIDVA training).</li> <li>• Older victims, disabled victims, or LGBTQ+ communities.</li> <li>• Victims with complex needs (e.g., substance misuse, mental health, immigration issues)</li> <li>• Experience delivering training or contributing to institutional advocacy.</li> </ul>	Desirable	Application/Interview
Experience of multi-agency working and advocating for survivors and victims of domestic abuse within these settings	Essential	Application/Interview
Experience of statutory work including Child Protection and Adult Safeguarding issues	Essential	Application/Interview
Experience of writing and maintaining clear and concise case notes, reports and assessments etc.	Essential	Application/Interview
Experience of dealing with conflict and difficult situations in a professional manner	Essential	Application/Interview
<b>Skill &amp; Ability</b>		
An excellent understanding of risk relating to domestic abuse and the impact of domestic abuse	Essential	Application/Interview
Excellent knowledge of the law, the Government's Statutory Guidance and criminal justice processes relating to domestic abuse	Essential	Application/Interview
Ability to support individuals and families in various settings including case conferences, court etc.	Essential	Application/Interview
<p>Understanding the variety of options available to victims and providing information about relevant legislation and key processes, including:</p> <ul style="list-style-type: none"> <li>• civil, family, or criminal justice remedies;</li> <li>• housing options;</li> <li>• mental health support;</li> </ul> <p>Sexual Assault Referral Centres (SARCs).</p>	Essential	Interview
Ability to demonstrate good communication skills when working with colleagues, professionals, and service users	Essential	Application/Interview
Ability to work both independently and collaboratively as part of a team, including liaising with the Senior Intervention Officer on casework issues	Essential	Application/Interview
Ability to remain courteous, calm, and professional at all times	Essential	Application/Interview
Ability to use resources effectively within current constraints	Essential	Application/Interview

Ability to understand the needs of service users and to be able to collaborate with other team members to develop and deliver a high standard of bespoke interventions that will work to improve positive outcomes for survivors and children	Essential	Application/Interview
Ability to create a rapport and build trusting and professional relationships with victims/survivors and their families	Essential	Interview
Capacity to provide a measured response to crisis, prioritise tasks, manage own workload and be accountable for your work with victims and survivors and their families	Essential	Interview
Ability to work as part of a multi-professional team and with wider partners by establishing good working relationships and maintaining effective communication, demonstrating a clear understanding of the roles and responsibilities to promote an integrated approach	Essential	Interview
Be reliable and possess a resilient, solution focused and 'can-do' attitude towards colleagues, managers and peers with a good capacity to apply diplomacy in a complex and demanding environment	Essential	Interview
A keen interest in research findings and contributing to the development of best practice with children and families	Essential	Interview
A good working knowledge and understanding of national and local policy, procedure and guidance in relation to prevention of domestic abuse	Essential	Application/Interview
Ability to summarise, analyse and evaluate complex information, reflect on changing circumstances, new evidence and be open to the views of others	Essential	Interview
A good capacity to share information verbally and by writing concise reports about survivors and victims of domestic abuse with other agencies in order to safeguard them and promote their welfare 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,.	Essential	Interview
Ability to demonstrate a commitment to equal opportunities for users and staff, and anti-discriminatory practices	Essential	Interview
Understanding and addressing victims' intersectional needs	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> </ul>	Desirable	Application/Interview

<ul style="list-style-type: none"> <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>		
Must be IT competent, including Microsoft Office Word and Excel, information management and recording systems	Essential	Application/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>		

Caring for **people**, our **places** and the **planet**

<p>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</p>	<p>Essential</p>	<p>Interview</p>
<p>Accountable- I accept responsibility for my own actions and decisions, and demonstrate commitment to ensuring these align to what is best for Barnet</p>	<p>Essential</p>	<p>Interview</p>
<p>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</p>	<p>Essential</p>	<p>Interview</p>