

Job Title	Range ¹	Development Route	Duties	Level A (Developing)	Level B (Practising)	Level C (Accomplished/Expert)
Housing Options Domestic Abuse Officer	Range 4		Working as part of the Housing Solutions & Reviews Team to provide a holistic housing options service to survivors of domestic abuse, ensuring that for those seeking housing assistance, they are provided with a service which is focused upon meeting their needs and works towards minimising the impact of any disruption which they might experience To provide a customer focused, pro-active service to help residents secure their housing choices. Act as domestic abuse (DA) champion and lead for Housing Services, including promoting learning and improvement across the service, disseminating good practice, feeding back information, legislation and case law developments, to section managers and staff. Promote safeguarding across the Service and ensuring that appropriate referrals and interventions are undertaken for vulnerable survivors of domestic abuse being assisted by the service. Complete assessments with clients experiencing DA that have approached the service, including risk assessments, safety plans & complete referrals to appropriate agencies as required and liaise with other services and departments to achieve the best outcome for victims.	Salary: £29,793 Required for this level (in addition to all previous levels) Requirements at this level: Qualifications - Good General Education, including GCSE Grade C or above in English and Maths, or equivalent or past experience within a domestic abuse support service Knowledge - Experience of managing complex DA casework, including the carrying out of investigations and the completion of required referrals. - Knowledge of domestic abuse and safeguarding, including policy, strategies, legislation, and case law, and its implementation within a statutory homelessness service - Demonstrate knowledge of prevention services and tools available to assist people in housing need. - Good interviewing & people skills	Salary: £32,602 In addition to level 4A Requirements at this level in addition to level 4A: Qualifications - Working towards a domestic abuse qualification. Knowledge - Demonstratable knowledge of the services and support available to survivors of domestic abuse. - Experience of dealing with external agencies to carry out sensitive investigatory work - Demonstrate a sound knowledge base of the law in relation to a broad range of housing and benefit issues such as homelessness legislation, landlord and tenant law, private sector issues, court processes etc - Demonstrate knowledge of specific complexities that affect homeless clients such as domestic abuse, debt, addiction, rough sleeping, mental health and physical health and the options available to them - Detailed knowledge of current client management system (HUUME)	Salary: £35,410 In addition to levels 4A and 4B Requirements at this level in addition to level 4A and 4B: Qualifications - Achieved a recognised Domestic Abuse qualification. - Evidence of continuous personal development Knowledge - Knowledge of welfare, homelessness and housing policy, strategies, legislation, and case law, and statutory homelessness services. - Knowledge of DAHA and to advise the Steering Group on legislation and regulations relating to domestic abuse and to become a Domestic Abuse Champion within the Authority, acting as a point of contact for employees experiencing abuse, promoting good practice and to playing an active part in raising awareness of abuse both internally and externally - Excellent interviewing and problem-solving skills with a solution-focused approach

¹ Salaries accurate as of financial year 2023/2024

			Ensure focused case management for DA approaches to the Housing Options Team, including carrying own DA caseload and liaising and supporting Housing Options Officers in their own DA casework management and maintaining regular contact with victims. Advise victims of their rights and options for seeking help and support from other agencies, making referrals and co-ordinating the provision of multi-agency support where necessary, and proactively advocate to ensure barriers to accessing support and protection are minimised. Assess and complete referrals to Safe in Medway (SIM) accommodation where appropriate and attend regular reviews meetings to identify any risk issues and progress. Liaise with other services and organisations, including Oasis (IDVA service), to promote and support early intervention and prevention partnership working for survivors of DA rather than crisis management. Be required to take part in various meetings, internal and external to the Council, including representing Housing Services at MARAC and via any joint working arrangements with Early Help, Children's' and Adult Services. Act as housing liaison with refugees, sanctuary schemes, and Social landlords.	• Ability to follow instruction on task • Excellent customer services skills and ability to work as part of a team • A non-judgmental attitude, with empathy for people who find themselves in a stressful housing situation. • Committed to developing own skills and to supporting the team to continuously improve • Experience • Experience of providing homelessness advice to applicants who have experienced domestic abuse and offer a high level of customer service in a sensitive and professional manner. • Experience of working collaboratively to improve outcomes for homeless applicants who have experienced domestic abuse • Experience of dealing with external agencies to carry out sensitive investigatory work • Ability and experience of ensuring all aspects of casework is carried out in accordance with relevant legislation and guidance. • Demonstratable experience of achieving performance objectives in the provision of specialist homelessness casework • Experience of working and communicating with applicants and a range of statutory voluntary and community sector partners	• Excellent negotiating and interpersonal skills and ability to embrace change for continuing service improvement • Able to prioritise own work line and work to deadlines but some monitoring and supervision still required • Excellent analytical and letter writing skills. • Open to new ideas and responsive to challenges. • Has a good understanding of the importance of safeguarding across the organisation and has the ability to demonstrate this understanding from previous roles • Knowledge of community-based supports that are available Experience • Experience of supporting survivors who have experience domestic abuse, forced marriage or 'honour'-based violence. • A sound knowledge base of the law in relation to a broad range of housing and benefit issues such as homelessness legislation, landlord and tenant law, private sector issues, court processes etc • Ability and experience of achieving performance objectives in the provision of specialist homelessness casework • Experience of dealing with, and supporting, customers facing homelessness as a result of domestic abuse. • Demonstrate experience & sound knowledge base of the law in relation to a broad range of housing and benefit issues such as homelessness legislation, Domestic abuse act, legal options for survivors etc • Demonstrable ability to apply practical/procedural/organisational/policy	• Knowledge of trauma informed practice • Excellent analytical and letter writing skills. • Open to new ideas and responsive to challenges Experience • Experience of attending multi-agency meeting such as MARAC • Experience and understanding of the DASH risk-assessment and identification and management of high-risk domestic abuse cases • Be able to contribute to the development of associated policies and procedures as required, including taking the lead on specialist policy development where appropriate and providing information on good practice in relation to domestic abuse related procedures • Experience of managing a complex caseload Skills • Demonstrable ability to supervise, co-ordinate or train other employees where required • Has the ability to work with a number of agencies and attend case meeting to offer clear and concise information, can explain policies clearly and maintain case records to a high standard • Ability to identify risks and confident in professional curiosity and challenge where appropriate. • Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. • Adopts an imaginative and innovative approach.
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			Represent Housing Service at the One stop shop to provide advice and support to survivors of DA.	- Experience of conducting in-depth interviews to obtain information and validate evidence in a sensitive manner. Skills - A motivated team player who ensures high quality - Be able to spot risks and manage these effectively - An ability to build rapport and develop effective professional relationships - Strong initiative - An organised person who can manage workload effectively - A trauma-informed and flexible approach to supporting clients - Excellent listening skills and the ability to communicate well with a wide range of people of all ages and backgrounds, including those who have experienced trauma. - Can demonstrate good knowledge and awareness of safeguarding issues relating to survivors of domestic abuse, including vulnerable adults and children, with a good understanding of the importance of safeguarding across the organisation. - Detailed knowledge of housing legislation, guidance and case law in relation to homelessness and housing allocations casework, including that relating to survivors of domestic abuse - Demonstrable knowledge of the housing options available	knowledge in a specialist area and can turn theory into practical solutions - Experience of building positive relationships with both internal and external agencies & collaborating with colleagues to improve outcomes & joint solutions to support clients. Skills - Demonstrable ability to analyse and interpret complex information and situations. Ability to develop solutions and plans for the medium term. Adopts an imaginative and innovative approach. - Ability to demonstrate a wide understanding of customer needs, being able to deal with customers with empathy and sensitivity whilst managing expectations. - Ability to demonstrate an understanding of how teams work with other services and takes a proactive approach towards joint working and helping others. - Good report writing skills, including preparing reports for courts, case conference and information for Multi-agency Risk Assessment Conferences (MARACS). - Demonstrable experience of coping well under pressure and difficult situations, able to identify and act on own development needs. - Commitment to equality and diversity, accepting differences and treating everyone fairly. - Full UK driving licence and access to own transport for work purposes - Demonstrable ability to carry out tasks which impact on the well-being of people, including assessing needs, implementing safety plans, implementing regulations, providing guidance on internal procedures and interpreting policies and procedures to meet specific circumstances or problems	- Promote good performance, developing clear, structured and efficient ways of managing workload and delivering results. Staff should challenge themselves and others to perform well, and to adhere to the Council's performance management systems - Demonstrate the effective and efficient use of the full range of training resources for self-development and efficiency within the role
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				to survivors of domestic abuse, with the ability to analyse complex information and identify alternative solutions • Ability to use the most appropriate style and method of communication with people at different levels inside and outside of the organization. • Demonstrable experience of the ability to manage a case load effectively, including planning and prioritising own workload, effective time management, and setting appropriate objectives and deadlines. • Demonstrable experience of contributing to change, listening to new ideas and adapting to new ways of working • Demonstrable ability to use well developed communication skills to present complex/sensitive information in an understandable way, to a range of audiences • Demonstrable ability to work independently within defined procedures, and work outside of procedures, making decisions without referring to a supervisor/line manager, where necessary. • Demonstrable ability to carry out tasks which impact on the well being of people, including assessing needs, implementing care/welfare, implementing regulations, providing guidance on internal procedures and	• Demonstrates the ability to either: (i) deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or (ii) the equivalent of periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation, or (iii) all or most of the working day spent on being alert to risks or checking of documents or equivalent. • Resourcefulness. • Engages in research and training for self - development when prompted •	
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				interpreting policies and procedures to meet specific circumstances or problems. • Demonstrates the ability to either: (i) deal with high levels of work-related pressure, for example from deadlines, interruptions or conflicting demands, or (ii) the equivalent of periods of hours at a time (e.g. a morning or afternoon) undertaking repeated manual calculations or other work with figures, or report writing or preparing for a presentation, or (iii) all or most of the working day spent on being alert to risks or checking of documents or equivalent. • Can demonstrate dexterity, co-ordination or sensory skills, where there is some demand for precision in the use of these skills, for example driving and/or the general use of a computer during the working day. • Adaptable and flexible. • Compassion and understanding • Positive and motivated with a proactive approach • Passionate about tackling homelessness and its surrounding issues. • The ability to work as part of a team or alone. • People skills and a non-judgmental attitude. • Good time management skills. • Engage in training and further development on instruction		
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