Job Description

Job Title	Specialist Domestic Abuse Assessment and Prevention Officer
Directorate	Neighbourhoods & Housing
Service Area	Housing
Grade	6
Competency Level	2
Salary	£36,581 - £41,177
Job Type	Hybrid
Location	Cunard Building
Disclosure and barring service (DBS)	Not Required
Job Evaluation Ref No	A9470

Job Purpose

To provide tailored, specialist support to individuals and families experiencing domestic abuse who are at risk of or facing homelessness. You will play a critical role in assessing housing needs, making informed decisions in line with homelessness legislation, and developing personalised housing plans to prevent or relieve homelessness.

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By working collaboratively with internal departments, housing providers, and external partners, you will ensure that clients receive safe, appropriate, and timely housing solutions. You will also act as an advocate for those impacted by domestic abuse, ensuring their rights under the Domestic Abuse Act 2021, Housing Act 1996, and Homelessness Reduction Act 2017 are upheld, while safeguarding their welfare and addressing their unique needs.

This role is pivotal in ensuring that survivors of domestic abuse can access stable housing, rebuild their lives, and achieve positive outcomes in a safe and supportive environment.

Directly Responsible For:

Not applicable

Directly Responsible To:

Housing Solutions Complex Case Team Leader

Main Areas of Responsibility:

Victim-Centred Assessment, Support and Advocacy

- Provide tailored support to victims and survivors of domestic abuse who are in housing need or at risk of homelessness, ensuring their housing and support needs are addressed in a victim-centred manner, in compliance with relevant homelessness legislation such as the Homelessness Reduction Act 2017
- Assess clients at risk of or experiencing homelessness due to domestic abuse, identifying causes and applying eligibility criteria as defined under the Housing Act 1996 (Part VII) and the Homelessness Reduction Act 2017

- Make robust decisions on homelessness applications in line with the statutory duties outlined in the Housing Act 1996, the Homelessness Reduction Act 2017, and the Domestic Abuse Act 2021
- Conduct direct work with clients, including home visits where appropriate, to provide a comprehensive appraisal of their situation and explore a range of housing options
- Assist victims and survivors in accessing and navigating statutory, non-statutory, and voluntary services, ensuring seamless referrals to other Council teams and external agencies where needed
- Gender specific role female

Collaboration and Partnership Working

- Work proactively with Council departments, private landlords, registered social landlords, and domestic abuse agencies to implement effective support strategies that prevent homelessness caused by domestic abuse
- Act as the Lead Professional to ensure coordination and effective communication between agencies in managing cases involving domestic abuse and represent the Housing Solutions Service at domestic abuse-related meetings, promoting a victim-focused approach and ensuring alignment with homelessness legislation and best practices

Case Management and Risk Assessment

- Manage complex cases where domestic abuse is a factor, offering specialist advice to Housing Options Service colleagues and employing coaching and mentoring techniques to build team capacity
- Complete detailed risk assessments for service users, escalating concerns about risks, child protection, or adult abuse to appropriate agencies while maintaining confidentiality

Data Management and Performance

- Maintain accurate and up-to-date records on IT or manual systems, ensuring compliance with Council policies and performance targets. Use this data to inform the development of domestic abuse and homelessness prevention services

Policy Compliance and Team Culture

- Actively contribute to building a collaborative, inclusive, and professional team culture
- Promote non-discriminatory practices and ensure adherence to Council policies on diversity, equal opportunities, and health and safety, reflecting the commitment to equality in all aspects of work
- To carry out any other tasks reasonably required of the post holder commensurate to the grade

Supervision and Management Responsibility:

- No supervisory or line manager responsibility

Budget and Financial Responsibility:

- Being fully accountable for managing the council's resources well and complying with statutory requirements. This includes managing time, avoiding unnecessary waste, reuse and recycle resources to reduce personal impact

Social Value Responsibility:

- Drive for social value through all activities, ensuring wider social, economic and environmental benefits for the council, residents and communities

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Physical Demands of the Job:

- The job would include using a computer and sitting at a desk for prolonged periods of time
- This role will require working with clients in the community

Corporate Responsibility:

- Contribute to the delivery of the Council Plan
- Delivering and promoting excellent customer service, externally and internally
- Commitment to customer excellence by dealing with customer feedback, including complaints, and learning from feedback in the drive for continuous improvement
- Making the council a great place to work, living the council's values, actively engaging in regular communications including team meetings, undertaking training as required and being responsible for managing own performance
- Develop the City Council's commitment to equal opportunities and to promote non-discriminatory practices in all aspects of work undertaken
- To ensure that all work functions are undertaken in accordance with health and safety legislation, codes of practice and the City Council's safety plan

Competency Framework:

We operate a competency framework, a set of core behaviours which define how we are expected to approach our work, how we perform in certain situations and how we treat each other. Each competency details the standards of behaviours and skills required by all staff and this in turn supports delivery of our aim and our council plans linking them together with our values.

The post holder will be required to demonstrate the ability to perform at the following competency level **2.**

The competency framework can be found here.

This job description is not intended to be either prescriptive or exhaustive. It is issued as a framework to outline the main areas of responsibility. You will be expected to carry out any other duties that may reasonably be required in line with your main duties and changing priorities of the organisation.

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Person Specification

Assessment methods used: I = Interview, P = Presentation, A = Application, E = Exercise, T = Test, AC = Assessment Centre

Qualification and training

Essential

- Level 3 qualification (or equivalent) in a relevant to homelessness, housing, social work equivalent or related field, or extensive proven experience in a similar role (A)

Desirable

- A willingness to undertake specialist IDVA and other training in relation to domestic abuse
- A Level 2 or 3 qualification in Housing Practice, Advice and Guidance, or a related field
- Training in mental health awareness, substance misuse, or domestic abuse support

Experience

Essential

- Substantial experience of interviewing and negotiation skills including direct experience of working to prevent homelessness and / or to support victims and survivors of domestic abuse (A/I)

- Experience of case management including undertaking assessments, identifying need and developing multi-agency action / safety plans in partnership with individuals, communities and partner agencies (A/I)
- Experience of utilising case management systems (A/I)
- Experience of attending and chairing multi-agency meetings (A/I)
- Knowledge of the Domestic Abuse Act (2021), Landlord and Tenant, Immigration, Welfare Benefits and relevant Social Services legislation (A/I)
- An understanding of the specific local issues facing victims and survivors of domestic abuse, such as cultural issues, harmful practices, no recourse to public funds, refugee and asylum status (A/I)

Desirable

- Knowledge of the social and financial costs of domestic abuse and homelessness to individuals, the local authority and other relevant bodies
- Experience of effective interviewing skills

Skills/Abilities

Essential

- Ability to accurately record statements and findings (A/I)
- Ability to discuss and negotiate effective outcomes with domestic abuse agencies, accommodation providers and landlords' options to prevent homelessness (A/I)
- High degree of professionalism and integrity (A/I)

Desirable

- Ability to think creatively in finding and co-ordinating solutions to preventing homelessness
- Effective communication skills both verbal and written
- Confident user of information technology applications to include database input, word processing, and email
- Ability to negotiate and work assertively, yet in a sensitive manner, with those who are potentially homeless to ensure that they achieve a realistic understanding of their situation and to discuss the options available to them
- Ability to investigate issues in a sensitive manner

Commitment

Essential

- Empathy, patience, and a non-judgmental approach to working with people from diverse backgrounds (A/I)
- Commitment to equality, diversity, and inclusion in service delivery and staff management (A/I)

Desirable

- An understanding of and a personal commitment to the Vision and Values of Liverpool City Council
- Commitment to continuous professional development and staying updated on legislative changes
- Commitment to assisting the council to implement a range of options and initiatives to help prevent homelessness

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Other

Desirable

- Willingness to represent the service or directorate at meeting out of normal office hours

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