

JOB DESCRIPTION

Post: Domestic
Abuse Service
Scoping and Delivery
Officer

Grade: F

District/Department: Office of the Police & Crime
Commissioner

Location: OCC,
Wymondham/Facility
for occasional
working from home

Reporting to:
Commissioning
Manager

Job Evaluation
Ref: D1888

ACTIVITIES AND RESPONSIBILITIES OF THE POST

1. Principal purpose of the role

The post holder will work alongside both the Commissioning Manager and Director of Policy, Commissioning and Media within the OPCCN to deliver its strategic aims within the Police and Crime Plan 2016-2020 and commissioning intentions in line with the OPCCN Commissioning Strategy. Under the Ministry of Justice Victims' Fund (annual Grant) the OPCCN has a duty to provide services for victims of crime within Norfolk including a victim assessment and referral service and specialist services for enhanced categories such as victims of domestic abuse.

The principal purpose of this role is to map and scope need of services and support for victims of domestic abuse. Domestic abuse (DA) is defined as 'Any incident or pattern of incidents of controlling, coercive or threatening behaviour, violence or abuse between those aged 16 or over who are or have been intimate partners of family members regardless of gender or sexuality' This encompasses psychological, physical, sexual, financial and emotional abuse across standard, medium and high risks and also includes so called 'honour' based violence, female genital mutilation (FGM) and forced marriage.

The role holder will work with service providers, victims and a wider group of stakeholders and county boards/forums, locally, regionally and nationally. This includes (but is not limited to) Children Services, Adult Social Services, Police, Health including CCG's/Public/Mental Health, Adult and Child Safeguarding Boards, Family and Magistrate Courts, Early Help Hubs in city/borough/districts, third and charity sectors providers.

The Role holder will be responsible for interpreting needs of domestic abuse victims and designing a proposal for a countywide response for a Domestic Abuse Service in line with Local, Regional, National and European polices/strategies/directives. They will work within the Policy and Commissioning Directorate to ensure consistent and an appropriate response to victims needs so that a tender can be produced in conjunction with the 7Force Procurement Service for a delivery contract of up to five years circa £5M.

This temporary post is required to ensure that this contract is appropriately scoped, integrated and delivered over an 18-month period so that the OPCCN can deliver its obligations under the Ministry of Justice Victims' Fund to:

- Provide enhanced and specialist services to victims of domestic abuse
- Build capacity and capability within the third sector

2. Main activities of the role (This list is not exhaustive)

- Responsible for developing and delivering an engagement strategy aimed at victims, partners, support agencies and forums to review need of services for Domestic Abuse victims' in Norfolk, incorporating the impact of the COVID-19 pandemic.
- To undertake research including best practice, opportunities, risks, threats and best approaches to integrate provision in to early help hubs/district councils
- Working with the 7force Procurement Team to develop the specification for the domestic abuse tender and procurement process
- Building relationships with key post holders with responsibility for DA (strategic and operational leads for DA)
- Engaging with statutory services to scope responsibility for Specialist DA need and existing services.
- Compile a practice review of what existing services look like, delivery etc. Undertake focus groups with Victims, Offenders and Ex-Offenders.
- Make recommendations to the OPCC PCC, Director of Policy and Commissioning, Commissioning Manager for a new domestic abuse service across the county that could flex with demand for a period of up to five years.
- Work with 7Force Procurement to develop the specification for the domestic abuse tender and procurement process.
- Participate in the procurement process and decision-making panel including evaluation of tenders and including process for the new provider/s.
- Responsible for the implementation of the new service spec including monitoring KPI's, targets, outcomes, outputs as per the Domestic Abuse Tender and Contract with supplier/s. Setting up the establishment of referral pathways and integration into Early Help.
- Ensure new specification complies with: Victims Code, European Directive 2012/29/EU of the European Parliament and of the Council 25 October 2012, Current and new legislation (Domestic Abuse Bill) policies and strategies (VAWG) and Ministry of Justice (MoJ) Victims Fund reporting matrix.
- Work with the OPCCN Policy Commissioning and Media team to develop a launch and marketing campaign aimed at the general public, partners, local service providers and appointed service provider/s for the new service.

- To be a member of and support activities and take part in county Domestic Abuse Forums, Domestic Abuse Delivery Group and representing the OPCCN on other boards and forums.
- Any other duties that are commensurate with the role and grade as may be requested by management.

3. Special conditions/Points to note

- a) The purpose of this job description is to indicate the general level of the duties and responsibility of the role, the duties may from time to time vary without changing the general character of the role or the levels of responsibilities.
- b) Whilst the role is normally based at the aforementioned location, you may be required to work at other establishments within the Norfolk OPCC as may be reasonably required. Police Staff Conditions of Service will be adhered to in such instances.
- c) This post is politically restricted.

In summary, the restrictions imposed on post holder include:

- a)
 - Becoming (whether by election or otherwise) or remaining a member of a Local Authority, of the National Assembly of Wales, of the European Parliament or of the House of Commons, or Police and Crime Commissioner;
 - Announcing or allowing others to announce, one's candidature for one of the aforementioned offices;
 - Holding office in a political party;
 - Canvassing at elections; and
 - Speaking or writing publicly on matters of party-political controversy.
- d) The postholder is required to have a full driving licence and their own transport.

Person Specification

Post Title:	Domestic Abuse Service Scoping and Delivery Officer	Responsible To:	Commissioning Manager
Grade:	Band F	Salary Range:	
Location:	Based at the Office of the Police and Crime Commissioner for Norfolk (OPCCN), Building 8, Jubilee House, Falconers Chase, Wymondham/Occasional facility to work from home		

Specification Headings	Specification for this Job	Essential / Desirable
Experience:	The role holder will be an experienced professional that can demonstrate that they have a sound understanding and have worked practically using knowledge from their professional qualification and utilised this successfully within the Domestic Abuse arena. The ideal candidate will need to demonstrate they have worked at grassroots level with victims as well as working within a victim service capacity.	E
Qualifications:	As below	
Skills, Knowledge and Personal Qualities:	Possession of a relevant degree or professional qualification or significant experience within the domestic abuse, social care arena	E
	Proven experience of understanding and supporting of vulnerable people in extremely difficult and sensitive circumstances in a pro-active and empathetic manner whilst exercising a high degree of professionalism at all times	E
	Demonstrate highly developed interpersonal and communication skills both written and verbal with the ability to relate to people and negotiate effectively and appropriately at all levels.	E
	Demonstrable experience of working within a multi-agency framework with particular emphasis on working within Early Help Hubs at district level and support mechanisms in place to provide a holistic approach to Domestic Abuse including, housing, children services, debt and finance, benefits etc.	E
	Ability to demonstrate significant knowledge and understanding of the Violence Against Women's Strategy, Victims Code, EU Victims Directive, forthcoming Domestic Abuse Bill and local domestic abuse strategies and polices in Norfolk. Understanding of the theoretical and practical service delivery	E

	to support those experiencing domestic abuse from standard, medium and high-risk levels.	
	Demonstrate effective understanding of adult and child safeguarding in relation to domestic abuse and pathways of support and of perpetrator/who family approaches towards domestic abuse.	E
	Proven ability and skills to undertake detailed mapping, risk and needs assessments to compile and propose a detailed domestic abuse service delivery strategy across Norfolk, highlighting support measures, monitor and review progress	E
	Proven ability to manage and prioritise work effectively combining working to specific timescales and to work on own initiative with minimal supervision. To contribute to the development of the county's response to domestic abuse in Norfolk.	E
	Competent keyboard skills and a working knowledge of Microsoft Office applications. The ability to drive throughout the county to support victims and to build up partnership links within a defined geographical location. A flexible approach with the understanding that occasional work may be required at weekends and some evenings.	E
	Experience/knowledge of the domestic abuse court process within the criminal justice system	D
	Experience/knowledge of services/processes available to support victims of domestic abuse through the criminal justice service including, legal support, witness services etc.	D
Other Factors (if any):	N/A	