

DA Perpetrator Panel Co-ordinator Job Description

Purpose

To support the delivery of an effective perpetrator and victim focused Domestic Abuse Perpetrator Panel (DAPP) meeting and co-ordinated response to perpetrators of domestic abuse in Carmarthenshire, Ceredigion, Pembrokeshire and Powys.

Responsibilities

Organisation/Planning

- Organise, schedule and attend events/service meetings/resources including equipment, people and systems
- Co-ordinate DAPP meetings
- Work closely with other safeguarding and risk management forums (e.g. Marac, Mappa, IOM) to establish pathways and processes to ensure the effective sharing of information between forums
- Plan and organise own work to contribute to Drive Project locally

Processes

- Follow, create, amend and quality assure processes for use by self and others related to area of work in line with Drive Project guidance

Record Keeping

- Create, store, maintain, retrieve and update records/data both manually and electronically on local and national systems
- Complete data reports for OPCC and commissioning arrangements in line with reporting requirements
- Use and understand common systems relevant to area of work to enable analysis of information and investigation of queries/problems
- Maintain confidentiality in relation to data protection issues, Management of Police Information (MOPI) standards and GDPR

Customer Service and Representation

- To represent the Drive Project locally
- To present a positive image and service to both internal and external stakeholders at all levels

Advice and Guidance

- Receive and respond to enquiries from representatives, including complex queries related to area of work
- Provide relevant information, on the phone, face-to-face or electronic based on Drive Project procedures
- Escalate more complicated queries to Team Lead or Service Manager

Administration

- Carry out administrative duties which may include: -
 - Data collation and returns
 - Word processing/keyboarding
 - Formatting documents
 - Co-ordination of office diaries
 - Secure distribution of case lists, minutes and actions
 - Filing and storage of information in compliance with GDPR
- To operate associated machinery/equipment which may include associated information systems and telephones, within specialist units/departments to collate data to secure sustainable funding and in line with commissioning requirements

In addition, the post holder must be prepared to undertake such additional duties which may result from changing circumstances, without changing the general character or level of responsibility of the post.

Qualifications/Experience

- Relevant experience relating to Violence against Women and Girls and / or Offender Management
- Experience of case management or police data systems
- 2 years' experience of working front line in a Domestic Abuse Field

Skills

- Must be computer literate and proficient in Microsoft applications.
- Strong organisational skills, with the ability to manage a high volume of work efficiently and effectively within agreed timescales
- Able to demonstrate flexibility and adaptability in a pressurised environment
- Must have excellent, verbal and written communications skills including report writing
- Competent numerical skills with the ability to interpret data and present findings clearly (e.g. GCSE maths or equivalent qualification)
- Excellent interpersonal skills, able to develop and maintain positive professional relationships

Knowledge

- Understanding of the dynamics and behaviours displayed in relation to perpetration of domestic abuse.
- Understanding of risk, risk management and safeguarding
- Knowledge and understanding of statutory and non-statutory offender management
- Knowledge and understanding of root causes, impact and prevalence of violence against women and girls, domestic abuse and sexual violence

Personal Attributes

Serving the Public

- Demonstrates a real belief in public service, focusing on what matters to the public and will best serve their interests
- Understands the expectations, needs and concerns of different communities and strives to address them
- Understands the impact and benefits of a needs led approach for different communities and identifies the best way to deliver services that meet individual needs

Professionalism

- Acts with integrity, in line with values of multi-agency working
- Acts on own initiative to address issues, showing a strong work ethic and demonstrating extra effort when required
- Upholds professional standards, acting as a role model to others and challenging unprofessional conduct or discriminatory behaviour
- Remains calm and professional under pressure, defusing conflict

Leading Change

- Positive about change, adapting different ways of working and encouraging flexibility in others
- Constantly looks for ways to improve service delivery and value for money, making suggestions for change and encouraging others to contribute ideas
- Takes an innovative and creative approach to solving problems
- Asks for and acts on feedback, learning from experience and continuing to develop own professional skills and knowledge

Managing Performance

- Understands the organisation's objectives and priorities and how own work fits into these
- Plans and organises tasks effectively to maintain and improve performance
- Manages multiple priorities, thinking things through in advance, balancing resources and co-ordinating activity to complete tasks within deadlines

Decision Making

- Gathers, verifies and assesses information to gain an accurate understanding of situations
- Considers a range of possible options before making clear, timely, justifiable decisions
- Reviews decisions considering new information and changing circumstances
- Exercises discretion and applies professional judgement, ensuring actions and decisions are proportionate

Working with Others

- Works co-operatively with others to get things done, willingly giving help and support to colleagues

- Explains things well, ensuring instructions are understood and talks to people using language they understand
- Listens carefully and asks questions to clarify understanding, expressing own views positively and constructively
- Able to negotiate and persuade others by stressing the benefits of a particular approach, keeping them informed of progress and managing their expectations
- Is courteous, polite and considerate, showing empathy and compassion
- Deals with people as individuals and addresses their specific needs and concerns
- Treats people with respect and dignity, dealing with them fairly and without prejudice regardless of their background or circumstances