

London Borough of Bexley

Job Description Questionnaire

Management Group:	Place, Communities & Infrastructure
Department/Section:	Community Safety Services
Job Title:	MARAC Coordinator
Reports to:	Domestic Abuse & Sexual Violence Strategy Manager

Purpose of the job

To lead on the Bexley MARAC (multi agency risk assessment conference) and provide high quality support and coordination and training to develop the London Borough of Bexley MARAC. By working in partnership with internal departments and partner agencies by providing first point of contact, support and advice in accordance with the LBB MARAC Protocols and Safe Lives Guidance.

The role is responsible for co-ordinating the response to victims assessed as being high risk 'at risk of further serious harm or homicide' and inputting/creating risk management plans as part of a coordinated community response.

Postholder is responsible for coordinating a multi agency response to high risk individuals by providing advice and support in identifying high risk victims and supporting multi agency professionals.

To line manage, supervise and direct the MARAC Officer in supporting the MARAC process and other DA duties.

To provide high quality support, co-ordination and training to develop the London Borough of Bexley MARAC (Multi Agency Risk Assessment Conference) process by working in partnership with internal departments and partner agencies by providing first point of contact, support and advice in accordance with the LBB MARAC Protocols and Safe Lives Guidance.

Principal accountabilities

Strategy

To provide up to date, relevant and accurate information to be included in DA Partnership Board, DA Operational Group, MARAC Steering Group.

To input into the development of strategies in relation to the LBB Domestic Abuse Strategy & Delivery Plan.

Direction

To seek continuous improvement and innovation in the service so as to better meet the needs of residents within the resources available.

To provide briefings for senior management highlighting key trends and repeat incidents at MARAC.

To regularly liaise with other boroughs and national leads to ensure that any new developments are considered for the LBB MARAC.

Implementation

To work collaboratively with colleagues within the council, partner agencies and other organisations to ensure the delivery of service.

To undertake such projects, initiatives and additional duties as are required to ensure the delivery of the council's services to residents.

To identify partner agencies to attend MARACS and liaise with senior managers to secure membership, identify the risks to clients of non-attendance and challenge where necessary.

To deliver bespoke MARAC training to partners to ensure that they are identifying potential cases

To keep up to date the MARAC database to identify repeat victims and ensure that reporting can be performed.

To work together with identified MARAC SPOCS including closely liaising with the MPS Police in identifying cases

To organise and ensure consistency in referral of cases from the full range of potential referring agencies based on the use (wherever possible) of a risk assessment tool.

To assess and quality assure the content of MARAC referrals and ensure that they meet the criteria for consideration at MARAC panel, liaising with relevant parties and challenging where necessary.

To work closely with partner agencies to ensure that all relevant members of staff are familiar with the MARAC process, their role and responsibilities within it and deliver appropriate training, induction and information as necessary.

To develop and maintain the necessary documentation to ensure the smooth running of the MARAC including the information sharing protocol, the referral forms, research forms and minutes etc.

To gather relevant information about the MARAC cases ahead of the meeting and circulate to all relevant attendees in an agreed and secure manner, in particular to the Independent Domestic Abuse Adviser(s) where appropriate.

To prepare and organise the MARAC agenda, including identifying areas of risk, to ensure that cases are reviewed in the most time effective manner and identify any specialist attendees that relevant to the cases.

To take and produce accurate, relevant and proportionate minutes of the MARAC meeting, including agency actions and work alongside the MARAC chair to ensure that the meeting runs efficiently and circulate to relevant agencies.

To follow up incomplete actions with the responsible person from each agency and to raise any areas of concern to the DASV Manager

To maintain the database and confidential filing systems for the MARAC (computerised and manual).

To provide detailed reports from the database containing the MARAC information for senior management and the domestic abuse strategic group.

To ensure that the relevant data is collected to ensure that the outputs and outcomes from MARAC can be recorded and accountability to victims and partner agencies is underpinned. This includes providing monthly data to Safe Lives.

To be the single point of contact for the MARAC and prepare and develop all reports relating to the MARAC.

To support the work of the Chair of the MARAC in whatever way may be reasonably required.

To support the DASV Strategy Manager in whatever may be reasonably required, including administration.

To undertake the relevant training required to deliver the domestic abuse training package to professionals within Bexley.

To establish and develop effective working relationships and productive partnerships with all the relevant statutory and non statutory partners.

Organisational Control and Development

To keep under review and develop the structures, procedures and working methods for which the post holder is responsible to ensure an integrated, effective and efficient approach to the delivery of services.

To ensure that working practices and processes are developed that maximise the use of new technology to ensure efficient and effective delivery of services to residents.

Personal Effectiveness

To deal promptly with all matters requiring the post holder's personal attention.

To be fully conversant with relevant statutory provisions and the Council's constitution, processes and procedures; to develop the full range of managerial and professional skills and

knowledge to satisfy the requirements of the post.

To establish and develop effective working relationships and productive partnerships with all the relevant partners, including those in e.g. education, health, social services, Independent and voluntary sectors.

Person Specification

Management Group: Place, Communities & Infrastructure
Department/Section: Community Safety
Job Title: MARAC Coordinator & Trainer

SELECTION CRITERIA	ESSENTIAL/ DESIRABLE (E/D)	METHOD OF ASSESSMENT (see key)
(a) <u>Education & Formal Training</u>		
Degree or equivalent level qualification	E	A
(b) <u>Relevant Technical Experience & Knowledge</u>		
Experience of working within a multi agency partnership across the voluntary, statutory and community sectors	E	A
Ability to deal with difficult situations and implement and adhere to risk management plans	E	I
Ability to share best practice and confidence to train large numbers of professionals providing clear and concise information	E	I
	E	I
An understanding of handling sensitive data, including knowledge of the Data Protection Act and Freedom of Information Act	E	A
Coordinating multi agency work	E	I
Knowledge of the dynamics of domestic abuse and an understanding of advocacy and risk assessment.	D	I
Relevant knowledge of domestic abuse issues and legislation	D	A
Knowledge of legislative framework relating to the domestic violence – Crime and Disorder Act 1998.	D	A
Understanding of safety and risk in relation to domestic and sexual abuse.	E	A
Knowledge of office systems/procedures		

(c) <u>Relevant Skills & Abilities</u> Fully proficient at using IT systems, with a good working knowledge of Microsoft Windows and Office packages and skills necessary to work with information systems Knowledge of Modus Paloma case management system (training will be provided) Ability to implement and manage complex recordings systems for data Able to take comprehensive minutes of meetings Able to work on own initiative and prioritise own workload, manage competing priorities and achieve targets and deadlines Able to work flexibly to meet the demands of the service Ability to present information in a variety of formats, to introduce, manage and implement actions plans to achieve stated aims and objectives Ability to create a rapport and build relationships with partnership agencies. Able to consistently produce work of a high standard and work under pressure and to deadlines # English Language Requirements for Public Sector Workers: • Ability to speak with confidence and accuracy, using accurate sentence structures and vocabulary. • Ability to choose the right kind of vocabulary for the situation in hand without a great deal of hesitation. • Ability to listen to customers and understand their needs. • Ability to tailor your approach to each conversation appropriate to the customer, responding clearly even in complex situations.	E D E E E E D E E	A I I A A I A A I
(d) <u>Other Additional Requirements</u> <i>Include here any other additional requirements (eg DBS, willing to work evenings/weekends, ability to travel around the Borough)</i> DBS		

KEY:

I = Interview

A = Application Form

AT = Ability Test

PQ = Personality Questionnaire

P = Presentation

PE = Practical Exercise

DBS = Disclosure & Barring Service DL = Driving Licence

Applicants will be assessed against these criteria and the following high performance indicators throughout the recruitment process.

High Performance Indicators

Post Title: MARAC Coordinator & Trainer Job Family: Senior Support Staff Grade: Bexley12		
Values	Behaviours for staff	Behaviours for managers
Innovation	I respond flexibly and adapt to changing demands I am prepared to take managed risks to achieve better outcomes I ask 'What if...?' to develop fresh thinking and innovative approaches to generate and implement solutions to improve performance and challenge the status quo	I routinely look for innovative and cost-effective ways to improve performance and customer service I champion change and deal successfully with ambiguity, enabling people to see positive and exciting possibilities for the future I take calculated risks based on available evidence and my professional judgement to learn and try new things
Leadership	I demonstrate a clear sense of purpose and direction, in line with organisational objectives I am willing to take difficult decisions My personal actions promote a positive image of Bexley	I take responsibility for my service and for making things happen to make a difference to my service users I create an environment where staff can thrive and show I value and trust staff, give praise and recognise good work I inspire, lead and encourage staff to move forward
Collaboration	I show respect for others and value contributions from internal and external partners and customers I recognise the right solution, regardless of who initiated it I seek out and work with partners who can help me achieve the outcomes and objectives I need to deliver	I encourage the feeling that the team is a collective unit with shared goals I engage with service partners and other areas of the Bexley organisation to understand the demands on others and seek solutions as One Council I network internally and externally

Listening and Responding	I acknowledge other people's viewpoints and work with them to find a win-win solution I prepare and present information anticipating questions and problems I adapt my style to the audience and their needs, using the most appropriate communication channels	I seek regular service user feedback and review customer data to shape service improvements I ask staff for ideas on how to improve our service and how I can improve as a manager, listen to them and act on them I empower staff to make decisions and changes to improve value for money, customer service and productivity
Open and Accessible	I see issues from the customer / user perspective I monitor customer feedback and level of satisfaction with the service they receive, and use this to improve and pre-empt customer needs I seek to build and maintain positive relationships with customers and partners	I am accessible to my service users, customers, staff and Members I communicate and share a clear vision for the bigger picture as well as specific service areas I outline what is expected of individuals and their contribution to the whole, and am consistent in my expectations
Impact	I prioritise my activities and resources to focus on those which have the most impact for residents I take responsibility for making things happen and achieving my objectives I make decisions and clear recommendations based on my professional opinion and experience, informed by a range of information and evidence	I design services that provide value for money and deliver our outcomes, informed by evidence I produce, prioritise and adapt plans to meet changing requirements I set interim goals to achieve notable wins on the way to larger objectives I deal with poor performance