

PARTNERSHIP OFFICER – INSIGHT, INTELLIGENCE AND TRIAGE

Job Description

Responsible to: Herefordshire WMWA County Manager Hours of Work: 37 hours per week

Responsible for: No staff

Base: WMWA Offices, Hereford. Salary: WMWA Point 13 £25,088.46 pa

Objective of the Post: Provision of information and insight to key local partnership bodies for the assessment of need of children and families affected by domestic abuse, and for the determination of appropriate service responses.

Key Outcomes: The Partnership Officer is embedded in the Local Authority Multi-Agency Safeguarding Hub (MASH) and Domestic Abuse (DA) Hub teams providing specialist advice for cases of domestic abuse. Partners understand the nature of DA and how to refer to WMWA and LA support services. Timely and accurate information and data is fed into the DA Needs Assessment. Children and young people who have witnessed or experienced DA can access the right WMWA support at the right time.

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| Represent WMWA at the Hereford MASH and the Hereford Domestic Abuse Hub, or equivalent, as a partner in the multi-agency assessment and triage process. | * Undertake daily checks of WMWA systems in order to ensure that triage assessment processes and discussions undertaken by the MASH and the DA Hub are appropriately informed, where families are known to WMWA. |
| * Inform WMWA colleagues where families with whom they are working, are the subject of the above checks. Gain further information if appropriate. |
| * Contribute to the scheduled discussions in the MASH and DA Hubs with information and insight regarding those families known to WMWA. |
| * Engage as a full member of the MASH and DA Hub for all discussions about families where there is reported domestic abuse, ensuring that deliberations are informed by a specialist in understanding Domestic Abuse, with detailed knowledge of local services. |
| * Participate constructively in the further development of both the MASH and the Domestic Abuse Hub ensuring that – through WMWA - the voice of the victim is heard and informs the shape and focus of their work. |
| Collaborate with Herefordshire Council to meet the requirements of the DA Act Needs Assessment | * Support the work of WMWA to inform the Herefordshire DA Needs Assessment, through the analysis of data and provision of reports as requested. |
| * Support the Local Authority Domestic Abuse Act Coordinator to complete the DA Needs Assessment. |
| * Alert the Data and Admin Manager to any recording issues identified in the course of interrogating WMWA records, and work with them to assist in the resolution of those issues. |
| Partnership Development | * Provide training to partner agencies, explaining the referral route and service provision. * Attend the monthly MASH Partnerships Forum meetings, contribute effectively and represent WMWA. * Seek out and engage with key groups and individuals promoting understanding of the work that WMWA does with Children and Young People and securing their support for joint working to address the impact of domestic abuse. * To work closely with other support workers in the organisation to ensure that Children and Young People who have experienced domestic abuse can access support services. |
| Conduct the triage process for the referral of children and young people for support from WMWA. | * Ensure that all referrals are acknowledged within WMWA timescales. |
| * Conduct an initial assessment of all referrals, seeking additional information from the referrer where this is needed to process the referral. |
| * Ensure that the appropriate consents are in place for the sharing of information about the child / young person and family that have been referred, where consent is required. |
| * Provide swift feedback to referral agencies where referrals are considered inappropriate for a WMWA service, with explanation of the reason for this decision. |
| * Engage directly with the child / young person/ person with parental responsibility to further discuss the circumstances that prompted the referral. This is to secure their view of their desired outcome, and to find out from them how they feel that WMWA can best assist them. |
| * Assess the most appropriate WMWA intervention for each referral. Advise the client, and the referral agent. |
| * Allocate as appropriate to the assessment made, to the practitioner responsible for delivery of that service. Ensure that all the appropriate information is readily available and -up-to-date on the organisation’s database . |
| * Advise the County Manager of any issues that arise during the allocation process: this may include the impact of excess demand on practitioners. |
| * Support the process to provide other professionals with materials / information / advice to enable them to complete work with their clients, where this is deemed to be appropriate and will result in the child / young person receiving the right help, at the right time. |
| Safeguarding Children and Vulnerable Adults | * Ensure that all those working in partnership with Herefordshire DAS to deliver support, and Herefordshire DAS itself, prioritise the safeguarding of children and vulnerable adults in line with the HSCB policies and procedures |
| Service User Involvement | * Ask all families involved in the triage process to complete a short evaluation googleform, to enable us to evaluate the impact of this approach on service user families. |
| Out of Hours | * Provide 4 sessions of out-of-hours cover per month on the helpline and on-call rotas (evenings & weekends) * An additional allowance is paid per session. |
| General Duties | * To maintain accurate records and monitoring and evaluation information * To attend supervision sessions and staff meetings * To undertake training as agreed at supervision sessions * To take active steps to work within a framework of equal opportunities and anti-discriminatory practice at all times * To undertake all other reasonable duties as required by Service Managers in furtherance of the objectives of this post |

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Person Specification

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| Qualifications | * Minimum of A-level standard of education or equivalent * Relevant professional qualification an advantage. |
| Experience | * Experience of partnership working in a pressured public sector environment. * Experience of assessment, advocacy and support work with vulnerable children and their families * Experience of working with those whose lives have been impacted upon by domestic abuse. |
| Skills and Abilities | * Skilled in the use of information from a range of sources to inform assessment of need and determination of service responses * Skilled in the use of digital case recording systems, and the extraction of information * Skilled in the production of reports for a range of audiences * Excellent verbal and written communication skills * Ability to work co-operatively with other practitioners and decision-makers, singly and in interagency contexts * Ability to organise workload and respond to unplanned demands * Ability to work as part of a team, informing a comprehensive assessment of need, and of service responses to meet that need where this relates to safety from abuse and/or appropriate interventions to promote recovery. * Ability to work with minimal supervision on a day-to-day basis, within agreed schedules and guidelines |
| Knowledge | * Knowledge and understanding of domestic abuse issues and the needs of those affected by it * Knowledge and understanding of local authority safeguarding responsibilities and processes as they pertain to those affected by domestic abuse * Working knowledge of disability, mental health and drug and alcohol issues, * Knowledge of and agreement with Women’s Aid aims and principles |
| Essential Attitudes | * Understanding of and commitment to anti-discriminatory working practices * Commitment to the empowerment of those affected by domestic abuse |
| General Requirements | * Attend supervision sessions and team meetings * Attend WMWA meetings and workshops, and respond positively to other organisational requests and duties * Undertake training as agreed * Take active steps to work within a framework of equal opportunities and anti-discriminatory practice * Undertake all other reasonable duties as required by the County Manager in furtherance of the objectives of this post |