

DRAMM-MARAC Coordinator – Grade 12

Job purpose:

Multi-Agency Risk Assessment Conferences (MARAC) and Daily Risk Assessment Management Meetings (DRAMM) create a structured forum for sharing information about the most serious cases of domestic abuse, with the aim of enhancing existing safeguarding arrangements through robust risk assessments and safety planning. The DRAMM-MARAC Co-ordinator is responsible for leading these processes by organising the meetings (including via Skype), collating the information required to share with partners in a timely manner, supporting the Chair and contributing to decision making around the most effective safety plan for victims and families. The DRAMM-MARAC Co-ordinator also provides the follow up activity required with regards to developing and monitoring action plans and ensuring partners deliver on their actions, providing challenge when necessary. Given the sensitive nature of the information the DRAMM-MARAC Co-ordinator is dealing with, the post-holder must establish efficient systems for the appropriate recording and storage of data, particularly as all repeat victims need to be identified on a rolling 12 month basis.

The DRAMM-MARAC Co-ordinator must seek to continually improve these processes by working in partnership with other agencies through the MARAC/DRAMM Steering Group. The function of this group is to support and feed in to the work of the Kirklees Domestic Abuse Strategic Partnership through providing and interpreting data; sharing/implementing best practice initiatives and identifying any risks in the system.

The DRAMM-MARAC Co-ordinator also has a critical role with regards to delivering domestic abuse training across the partnership. This involves the creation of new training packages which may be required through changes in legislation and/or picking up on emerging issues; ensuring that partners and staff are fully briefed on the DRAMM /MARAC processes on an ongoing basis and delivering other thematic and/or service specific courses linked to this area of work (such as coercive control and the impact of domestic abuse on children).

Domestic abuse has a major impact on children, young people, adults and communities in Kirklees and tackling it is an absolute priority for Kirklees Council and its partners. One of our shared outcomes, developed alongside our partners, is, for, “people in Kirklees to live in cohesive communities, feel safe and are safe/protected from harm.”

Key areas of responsibility:

The DRAMM-MARAC Coordinator is responsible for coordinating the DRAMM and MARAC, which have been established in Kirklees to respond to the most serious cases of domestic abuse.

A substantial part of this role is establishing effective working relationships with key voluntary, statutory services, support agencies and their staff and encouraging professionals to:

- attend meetings;
- share relevant, proportionate information about victims, children and perpetrators of domestic abuse;
- participate in a collective and robust assessment of risk to victims and children; and
- think creatively about agency responses to domestic abuse and be proactive in volunteering actions that may assist in improving safety.

This work involves cases where victims choose not to engage and/or where services are limited due to capacity. This is becoming increasingly important given that the post holder will regularly be discussing repeat victims and repeat suspects. The postholder will therefore need to manage their frustrations and emotional responses in a professional and productive way.

The DRAMM-MARAC Coordinator supports staff engagement in DRAMM and MARAC by delivering training and attending meetings to increase professional awareness about the processes; maintaining up-to-date information sharing and operational protocols that reflect current processes and best practice; and compiling regular data reports for a variety of audiences, assisting operational staff and strategic leaders to monitor their engagement in DRAMM and MARAC and identify improvements to the process. The DRAMM-MARAC Coordinator continually assesses both processes and uses data and professional feedback to identify any areas for improvement.

This role also manages two Business Support Officers and oversees the creation and maintenance of appropriate and timely digital records of cases, plans and actions taken so that relevant, proportionate information can be shared to assist professionals in working with domestic abuse cases. The DRAMM-MARAC Coordinator will also provide information and advice to professionals regarding appropriate information sharing, and will share information to inform risk assessments in other contexts (i.e. linking in with the project that supports pregnant sex workers). Information may also be shared to assist other agencies to develop their responses to domestic abuse, for example by providing feedback on the effectiveness of referral pathways and support services.

- The expertise gleaned from these activities means that the DRAMM-MARAC Coordinator is ideally placed to deliver training to increase professional awareness of domestic abuse, coercive controlling behaviour and the impact on children and young people. Training is continuously updated to reflect new legislation and current best practice by horizon scanning for emerging issues in the domestic abuse field and developing innovative and engaging learning activities to raise awareness. This could

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include thematic training such as honour based abuse and service specific training such as devising packages for the Customer Contact Centres. The DRAMM-MARAC Coordinator will also work in partnership with statutory and non-statutory agencies to co-develop and deliver training and to support other professionals seeking to develop their own training.

Decisions – discretion & consequences

- Planning and prioritising the service work plan and Domestic Abuse Strategic Action Plan to identify emerging priorities. This includes being reactive to changing situations and providing rapid responses to referrals and/or emerging issues that require urgent attention (such as new incidents or Clare's Law requests); analysing the problem; conducting a risk assessment; exploring options and solutions; and communicating safety plans to key partners clearly and effectively.
- Supporting and constructively challenging partner agencies around their responses to domestic abuse; using professional judgement to assess risk and contribute to the collective assessment of the needs of service users; and providing advice on the care of those affected by domestic abuse.
- Providing line management support and guidance to ensure that the MARAC BSO's can effectively prioritise their workloads in a time pressured environment; keep accurate and timely records of cases that are discussed through the DRAMM-MARAC process; and share information appropriately.
- Using established protocols, determining whether to share sensitive information about high risk cases; considering the consequences for inappropriate information sharing and providing advice to other professionals about appropriate information sharing in these contexts.
- Interpret and evaluate complex information and convey complex situations succinctly to a variety of audiences for the purposes of assessing risk in emerging cases; submitting reports to the Domestic Abuse Strategic Partnership; and providing training to professionals.
- Working with the Domestic Abuse Project and Development Co-ordinator, identifying gaps in training provision and working with partner agencies to develop new packages that address these gaps; keeping abreast of local and national developments and best practice; and making decisions on appropriate content to design and deliver training for multi-agency audiences.
- The professional support provided by the DRAMM-MARAC Co-ordinator is rated highly by partner agencies and enhances the reputation of the Council. It facilitates communication at all levels, improving relationships within existing partners and forging new ones, ensures that information is shared appropriately and that risk is dynamically assessed. This enables the DRAMM/MARAC processes to manage risk and facilitate support for high risk victims to lead to better outcomes for them. Inappropriate support and advice or deadlines not being met could lead to reputational risk for the Council and increase the risk to victims and families.

Resources – financial & equipment:

Description

Value

- No budget management responsibility
- Responsibility for office equipment (laptop, phone etc)

Work environment – work demands, physical demands, working conditions and work context

Work demands

- The jobholder's work is subject to constant review and has to deal with conflicting demands, changing deadlines and requirements
- The DRAMM-MARAC processes are designed to provide immediate safeguarding to victims so many tasks associated with this role are time sensitive. The postholder needs to be able to balance these critical deadlines with other priority areas of work.
- This role requires the mental ability and creativity to process large quantities of information and data to communicate appropriately across a wide number of settings (ie. training, elected member query, presentation to DASP)

Physical demands

- Considerable time spent working on a p.c.
- Some lifting required for setting up rooms up for training and meetings; transporting training materials to/from different venues; and maintaining a kit to enable agile working.

Working conditions

- Normal office environment.
- Frequent meetings with partners and community organisations across the district

Work conditions

- Complying with National Legislation and guidance which if not met, could lead to serious safeguarding concerns for individuals/ families and or bring the Local Authority into disrepute
- Daily engagement / contact with partner agencies with access to restricted files such as Police, Health, Children's Social Care, Adult Safeguarding, National Probation Service, and the Voluntary and Community Sector
- Working in a sensitive and political environment

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Knowledge, skills & experience:

E/D

E = Essential

D = Desirable

*indicates shortlisting criterion

Knowledge, skills and experience

E = Essential D = Desirable * = Shortlisting criteria

This role depends on effective working relationships with key voluntary, statutory services, support agencies and their staff to improve the response to victims and families (often with multiple needs) who are experiencing domestic abuse

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|--|----|
| 1. Knowledge of the Domestic Violence Disclosure Scheme (also known as Clare's Law) | D |
| 2. Knowledge of the Criminal Justice System in relation to domestic abuse (including civil options available) | E |
| 3. Comprehensive knowledge of the different facets of domestic abuse such as links with sexual violence, the gendered nature of abuse and how this manifests itself in males as well as females, honour based violence and abuse, coercive control, stalking and forced marriage | E* |
| 4. Understanding of the social, cultural and equality issues in the context of domestic abuse and the Equalities Act, including a clear understanding of the marginalisation of various groups and communities with protected characteristics (such as LGBT+) | E* |
| 5. Have a good understanding of victims with complex needs (e.g. mental health, substance misuse and barriers facing young victims) | E* |
| 6. Understand the issues facing victims and perpetrators of domestic abuse including, social care, welfare, benefits, health and housing (including accessing emergency accommodation) | E* |
| 7. Understand the use of national risk assessment tools, such as the DASH and National Decision Making Tools to be able to conduct effective risk assessments and increase safety for victims of domestic abuse (including children) | E* |
| 8. Knowledge of the policies, approaches and roles of different services and agencies in relation to tackling domestic violence & abuse | E |
| 9. Knowledge of national legislation and policy regarding domestic abuse and safeguarding and the legal responsibilities surrounding these issues (Children's Act, the Care Act, Human Rights Act, Crime & Disorder Act, Equalities Act) | E |
| 10. Experience of staff management and supervision, including setting team/service objectives and providing regular feedback | D |
| 11. Experience of contributing to audits and reviews | E* |
| 12. Ability to communicate effectively (written, presentation and verbal formats), including providing constructive challenge and persuasion, with professionals from a broad range of agencies on complex issues | E* |
| 13. Ability to coordinate, collate and analyse complex information | E* |
| 14. Ability to source information and appropriate resources to inform training, process improvement and strategic priorities | E* |
| 15. Have confidence in delivering training and presenting reports to strategic boards | D |

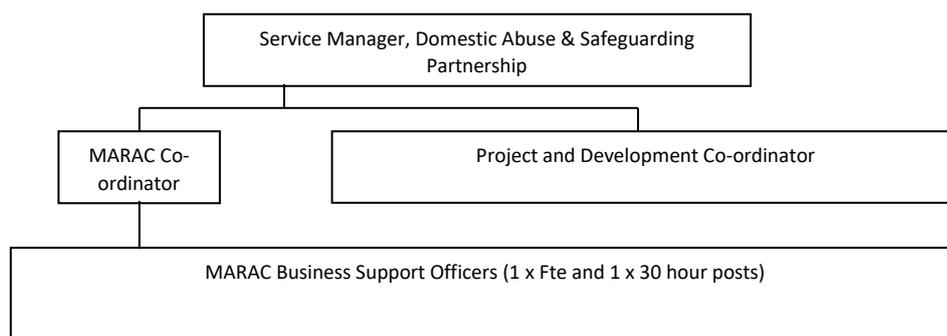
16. Ability to manage conflicting priorities and work effectively on own initiative with minimal direct supervision	E*
17. Possess excellent organisational, IT and administrative skills with good experience working with Excel and other Council systems/databases	E*
18. Knowledge and understanding of the Council's and the department's policies, procedures and practices	E
19. Understanding of the processes connected with Domestic Homicide Reviews, Safeguarding Adults Reviews and Serious Case Reviews (including Lessons Learnt)	D

Qualifications:

Have a relevant qualification, degree, vocational qualification or have substantial equivalent and demonstrable experience in this field

E*

Position of job in organisation structure:



Behaviours and expectations:

The right behaviours and attitudes are as important to us as the skills you bring to the job. We expect all our employees to demonstrate the following behaviours:

- Positive
- Honesty
- Respectful
- Flexible
- Communicative
- Supportive

You will also promote and be a role model of the Council's expectations of a New Council Employee within the organisation. This role is at level 2. To find out more about Council Behaviours and Expectations please click [here](#).

General:

Please click [here](#) to see your responsibilities related to Safeguarding.

Flexibility

- This post is for 37 hours per week working annualised hours so occasional evening and week-end hours may be required

Able to travel

- This post will be based at Civic Centre 1 in Huddersfield but it is expected that the postholder will be able to travel throughout the Kirklees district (and occasionally to other regional venues), subject to service requirements.

DBS requirement

- The postholder will be required to undertake an enhanced Disclosure and Barring Service check. **Please note that a conviction may not exclude candidates from appointment but will be considered as part of the recruitment process.**

Job ID ref. no:

Last updated: 04.02.20

This Job Profile is intended to provide an understanding and appreciation of the responsibilities of this particular job. It is not possible to specify every detail and we expect you to work flexibly within your skills, knowledge, experience and grade of this job.

