

The Blue Door

Job Description, Person Specification

Job Description	
Department:	Domestic Abuse Support Services
Post Title:	Multi Agency Risk Assessment Conference (MARAC) Coordinator
Level/Salary Range	The Blue Door Scale 4 to 5 (SCP 7 – 17) £22,369 - £24,054
Posts Responsible to:	Domestic Abuse Service Manager Head of DA Service MARAC Chairs
Posts Responsible for:	None
<p>Job Purpose:</p> <p>As the MARAC Coordinator your primary role will be to provide coordination for North East Lincolnshire MARAC, to ensure the MARAC and agencies attending adhere to the local MARAC Operating Protocol (MOP), to raise awareness of the MARAC to non-attending agencies, to deliver training to statutory and voluntary partners.</p> <p>To be the lead on incoming MARAC referral process providing support, coordinating agency referrals sent into MARAC process.</p> <p>You will co-ordinate the MARAC meetings within North East Lincolnshire that aims to reduce and manage the risk identified.</p> <p>The work relies on the voluntary engagement of the partner agencies and therefore you will need to be confident in your abilities to build professional relationships with them.</p> <p>You will have proven experience of working with individuals, and a successful track record of working effectively with a range of external organisations and professionals.</p> <p>You will lead by example, positively improving professional responses and creating a culture of communication and engagement. You will maintain high professional standards at all times, whilst ensuring measurable positive outcomes are achieved for the client group.</p> <p>This role is based within the North East Lincolnshire area.</p> <p>The post-holder/s will be expected to travel within North and North East Lincolnshire's Domestic Abuse Teams.</p> <p>Full time at 37.5 hours per week.</p> <p>References will be sought on behalf of the successful applicant and DBS check/Police Vetting will be required.</p>	

Key Accountabilities/Primary Responsibilities:

- To facilitate and ensure consistency in referral of cases from the full range of potential referring agencies based on the use of a common risk identification tool and referral form for victims.
- Prepare and circulate a MARAC agenda
- To refer MARAC cases ahead of the meeting to the Domestic Abuse Service in a timely way.
- Prepare the MARAC agenda to ensure that cases are reviewed in the most time effective manner and that any specialist attendees are present.
- To prepare accurate minutes of the meeting, which differentiate between fact and professional opinion, and include agreed actions in accordance with the MARAC guidelines.
- To create a SMART action list during each meeting, identifying a target time for completion, and identifying where actions have not been completed for whatever reason (such as a change in circumstances) to bring to the attention of the Chair or Domestic Abuse Service Manager prior to the next meeting.
- To maintain an electronic case management system of MARAC cases.
- Ensure that the relevant data is collected so that the outputs and outcomes from MARAC can be recorded (including the SafeLives Data Form).
- Maintain the necessary documentation to ensure the smooth running of the MARAC, including referral forms, template research forms and minutes
- To ensure that any information shared in the conduct of these duties is in line with the MARAC Information Sharing Protocol.
- Support the work of the Chair of the MARAC in whatever way may be reasonably required.
- Liaise with local agencies to develop, maintain and review the MARAC Operating Protocol and MARAC Information Sharing Protocol, including the monitoring of the agreed referral threshold to ensure that the volume of cases referred to MARAC remains manageable.
- To coordinate the MARAC Steering Group, ensuring attendance from appropriate agency representatives and adherence to the Terms of Reference for the meeting.
- To prepare reports for Steering and Strategic Groups as appropriate.
- Work closely with permanent partner agencies to ensure that all relevant members of staff are familiar with the MARAC process, and their role and responsibilities within it and receive appropriate training as necessary.
- Liaise with the full range of potential referral agencies, in particular those working with minority or hard to reach groups to ensure that the needs of all victims are met.
- To identify agencies not currently attending MARAC who may add value to the function of the MARAC and develop an action plan to add these agencies to the MARAC Core Group.
- To review and implement the MARAC Induction Process for new MARAC member agencies.
- To identify agencies and practitioners requiring MARAC and DASH training and develop training plans accordingly.
- To deliver training on MARAC and DASH.
- To maintain awareness of changes to guidance and legislation and recommend changes to the MARAC Operating Protocol and Information Sharing Protocol accordingly.
- To provide guidance and advice to agencies and individuals on all aspects of the MARAC via all means of communication.
- To act as a single point of contact for all attending agencies.
- To coordinate emergency meetings in agreement with the Chair.

- To undertake these duties in line with the MARAC Operating Protocol and other relevant policies and procedures.
- To work closely with other team members to ensure that there is a 'joined up' approach.
- Ensure timely and appropriate responses to communication and requests for information
- Work within the organisations policies and procedures at all times.
- Act within Local and Organisational Safeguarding Arrangements and ensure safeguarding information is shared in a time sensitive manner.
- Follow partner agency procedures and protocols in relation to referrals and information sharing.
- Contribute positively to wider organisational initiatives.
- To maintain thorough, confidential, accurate and up to date records of work undertaken and outcomes achieved at all times.
- Develop and maintain links with other agencies.
- To participate in learning and development events.
- To keep up to date with relevant legislation and practice.
- Support the other members of the team in attending operational groups and meetings when requested.
- Any other tasks which and commensurate with the aims and level of this post.

Person Specification			
Criteria	Essential	Desirable	How to be assessed
Qualifications, Knowledge and Experience:	<p>Educated to Level 3 & above or recognised professional qualifications and significant experience</p> <p>Experience of working in a multi agency/ partnership approach</p> <p>Understanding of the complexities and dynamics of domestic abuse</p> <p>An understanding of safeguarding and child protection issues, and the legal responsibilities surrounding these issues</p>		<p>Application Form</p> <p>Group Interview</p> <p>Interview questions and scenarios</p> <p>Certificates</p>
Planning and Organising:	<p>Be highly organised with excellent administrative skills</p> <p>Be highly proficient in Word, Outlook and Excel</p> <p>Experience of working in a demanding and busy environment</p>	Experience of using databases	<p>Basic Skill test prior to interview</p> <p>Interview skills</p>
Problem Solving and Initiative:	<p>Ability to work independently but ensure 'joined up' approach when necessary</p> <p>Ability to prioritise and work accurately with attention to detail</p> <p>Ability to demonstrate sound judgement in crisis situations</p> <p>Ability to identify risks, anticipate issues, create solutions and resolve problems in relation to service delivery</p>		<p>Group interview</p> <p>Interview questions and scenarios</p>

Management and Teamwork:	<p>Be able to build effective working relationships and work well as part of a busy team Evidence of working in a busy high pressured environment and/or high caseloads A methodical and well-organised approach to workload and an ability to work with minimal supervision and to take initiative</p>		Interview questions and scenarios
Communicating and Influencing:	<p>Communication Skills, particularly in drafting correspondence, preparing reports for case conference or similar, formal letters and responding to queries Understand and respect the sensitivity of HR Information and employee records and ensure confidentiality of all written and verbal communications Ability to communicate The Blue Door's philosophical principles</p>	Experience of presenting information relating to complex and sensitive issues to wide range of audiences.	Basic skills test prior to interview Group interview Interview questions and scenario
Other Skills and Behaviours:	<p>Attention to detail Ability to follow instructions Safeguarding environment Excellent interpersonal skills including the ability to establish appropriate boundaries and maintain professional distance with staff and clients Demonstrable ability to provide a high level of professionalism and commitment to service delivery Understand and be committed to equal opportunities and diversity in policy and practice Flexible approach to the demands of the role</p>	Ability to deliver and present training and awareness raising sessions	Interview questions Group interview