

Role Description



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| Job Title | Intensive Support Officer (12-month contract, until 31/10/2024) |
| Service | Domestic Abuse Outreach Service |
| Responsible to | Operational Co-ordinator |
| Reporting Roles | Not applicable |
| Purpose | To deliver the Domestic Abuse Outreach Service |
| Base | The role will be based in Lowestoft 4 days per week and at our HQ in Martlesham Heath 1 day per week |
| Working hours | 37.5 hours per week |
| Starting salary | £22,854 |

Job Overview

The primary purpose of the role is to reduce the risk of domestic abuse, by working with the whole family and provide support tailored to meet their needs and bring about change. Our model builds on the family's strengths, recognising and promoting resilience to break the cycle of domestic abuse. Families you will work with will require varying degrees of support and you will coordinate their support package, liaising with a number of agencies to ensure work is not duplicated and outcomes are met.

Responsibilities and Duties

- Provide empathetic, intensive and trauma informed support to families with the aim to reduce risk
- Provide support, advice and guidance on the Suffolk Domestic Abuse Helpline
- Provide flexible support that is available when families need it
- Ensure that the package of support is coordinated and delivered
- Working with partner agencies as required to co-ordinate support
- Attend multi-agency meetings, including MARAC
- Bring about DA awareness within the community

Skills, qualifications, knowledge and understanding required

We are looking for a candidate who is able to demonstrate the following:

- Level 3 Domestic Abuse – prevention and early intervention, or willing to work towards
- The importance of using a whole family approach.
- Knowledge of risk assessment and risk management.
- An understanding of the diverse and complex issues that affect families experiencing domestic abuse.
- An ability to work in a solution focused way.
- Personal resilience and empathy
- Confidence to challenge other service providers.
- An ability to create and follow support plans
- Knowledge of safeguarding Adults and Children

Additional information

The role will be based in Lowestoft 4 days per week and at our HQ 1 day per week. It also has the potential to be countywide, so may require travel across Suffolk including to the West of the County over to Haverhill/Newmarket area and to the North to Lowestoft and surrounding areas.

Access to transport is required.