



HILLINGDON

LONDON

Job Profile

JOB TITLE: MARAC Co- Ordinator

GRADE: 6

POST NO: 30652

JOB TIER:

DBS CHECK:

DIRECTORATE: Resident Services

DEPARTMENT:

REPORTING STRUCTURE

Reports to:

Direct Reports: None

Indirect Reports: None

Job Description

The MARAC Coordinator will coordinate, administer, and manage the operation of the MARAC. One of the main purposes of the role is to bring together agencies to ensure that local systems are truly keeping survivors safe, holding perpetrators to account, and preventing domestic abuse. A key principle of the post is respecting the independence of each agency and ensuring the MARAC's key principles are survivor's and children's safety, offender accountability and giving a clear message that domestic abuse is a crime that will not be tolerated. The post holder will be located in Domestic Abuse service and will have links to the stronger families hub and will meet MARAC partners in a variety of settings in the community.

The post holder will have an excellent understanding of domestic violence and its effects on women and children, of best practice in supporting survivors of domestic abuse, and of the MARAC. The post holder will also have a good understanding of managing a project.

People Management

- No direct line management responsibility
- Provide professional leadership, advice and coordination to internal teams, partner agencies and providers involved in Domestic Abuse related work

Customer Management

- Work closely with Communities and stakeholder to ensure their experiences inform the strategy and service delivery
- Maintain strong relationships with Children services, adult services, housing, public health, education, police NHS and the voluntary sector

Operational Service Delivery

- A key activity for the postholder will be to chair the daily MARAC meetings ensuring that meetings run in accordance with the Daily MARAC terms of reference. In pursuance of delivery of an effective MARAC the postholder will also be expected to liaise and coordinate with all key local agencies to ensure the terms of reference for the MARAC reflect current need within the Borough, including the establishment of an agreed referral threshold to ensure that the volume of cases referred to each MARAC remains manageable.
- To ensure that referrals and agendas, are shared in advanced of the meeting and to also ensure appropriate representation are in attendance for each of the cases
- To work closely with permanent partner agencies to ensure that all relevant members of staff are familiar with the MARAC process, their role and responsibilities within it and receive appropriate training, induction and information as necessary.
- To ensure referrals to monthly MARAC are appropriate and limited to those cases where the referral will promote safety and risk management of the adult or child survivors.

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- To ensure that children are treated as victims in their own right and promote this approach with all partner agencies.
- 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, At Risk List and minutes.
- 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 common risk assessment tool for victims.
- To raise awareness and upskill professionals within other organisations as identified by Hillingdon management and work with colleagues to successfully develop and deliver training.
- To identify case practice issues and bring it to the relevant Manager.
- To partake in and support both local and Safe Lives-facilitated reviews of the MARAC.
- To ensure that monitoring systems are kept up to date and secure.
- To keep the Vulnerability Manager advised about progress and informed of any difficulties over an agencies compliance with agreed protocol.
- To undertake any other tasks as agreed by the Head of Service with the skills and experience of the post holder.
- To demonstrate the ability to seek advice and support appropriately, particularly where cases maybe complex or traumatic
- Possesses excellent IT skills, with the ability to use a range of digital systems effectively

Service Planning & Development

- At all times protect and uphold the safety and security (including Health and Safety) of the Hillingdon service users, staff, volunteers and buildings, and the confidentiality of records and other information in line with data protection, and the rights of women of women and children experiencing domestic abuse.
- To be proactive, solution focused and responsible for personal learning development, including keeping up to date on relevant research and legislation, and participating in supervision, training and meetings as required.
- Produce data, reports, evaluations and undertake research, as requested and directed by the Head of Service.
- Ensure the effective implementation of Hillingdon's Safeguarding, Health & Safety, Equal Opportunities and other policies and procedures and uphold the core values of Hillingdon.
- Work across teams and undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected.

Financial & Resource Management

- No budgetary responsibilities

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Continuous Improvement

- Regularly review operational practices to ensure they are efficient evidence based, and victim focused
- Lead on identifying innovative approaches interventions and partnerships to strengthen the local and cross border response
- Share learning from local initiatives with regional and national networks contributing to best practice

Contacts

- Primary contact will be with other officers within the Council, and service users/residents and their representative bodies.
- Set up and maintain effective working relationships and consultation arrangements with those organisations with which the Council is likely to work in the process of delivering a response to a major incident and address key strategic issues facing the Council e.g. the emergency services, neighbouring local authorities, voluntary sector organisations.

Additional Responsibilities

- Complete other reasonable tasks to fulfil role purpose or as instructed by management.

KEY PERFORMANCE INDICATORS

- Delivery of agreed Team Plans.
- Delivery against any agreed Service Levels.
- Delivery of agreed PADA objectives

B. Person Specification

MARAC Co-ordinator

This person specification will be used for recruitment to this post. It will form the basis of the application form, and candidates will be also assessed against aspects of this person specification at interview.

1. QUALIFICATIONS	ESSENTIAL ✓	DESIRABLE ✓
Have a relevant degree or be able to demonstrate equivalent knowledge and skills through training in a relevant area	✓	
A relevant qualification, for example in law, social work, housing, or other relevant area such as education, health, youth work.		
2. STATUTORY or ROLE SPECIFIC REQUIREMENTS	ESSENTIAL ✓	DESIRABLE ✓
On occasion, be required to work unsocial hours from normal residential address in response to the occurrence of incidents outside normal working hours.	✓	
Based at the Civic Centre but required to attend emergency incidents anywhere in the Borough.	✓	
3. EXPERIENCE	ESSENTIAL ✓	DESIRABLE ✓
Extensive experience supporting survivors of high-risk domestic abuse.	✓	
Strong working knowledge of MARAC, safeguarding frameworks, and risk management.	✓	
Experience of devising and delivering effective training, ideally concerning emergency management procedures.	✓	
Proven ability to provide leadership, guidance, and professional oversight.	✓	
Experience of developing partnerships and networks internally At all levels and externally with a range of government departments, agencies and other bodies to support service delivery.	✓	
4. KNOWLEDGE & SKILLS	ESSENTIAL ✓	DESIRABLE ✓
Up to date knowledge and understanding Domestic Abuse policies	✓	
Excellent verbal, written and presentational skills with the proven ability to present complex information in a simple manner to a variety of audiences including senior management, Elected Members, front-line staff and service users, and staff working in schools etc.	✓	
7. Experience of risk and needs assessment, safety and support planning, and crisis planning and successfully managing high numbers of referrals	✓	

.A clear understanding of the coordinated community response to domestic violence and abuse, how it relates to MARAC in particular, and experience of the purpose and workings of MARAC	✓	
Thorough knowledge of safeguarding practice, procedures and legislation	✓	
Excellent problem solving skills, with an ability to analyse information from	✓	
Survivor-centred and trauma-informed		
Proven ability to chair meetings with a variety of stakeholders	✓	
Excellent communication, negotiating and influencing skills along with the ability to network and form effective working relationships	✓	
Proven ability to influence and promote service improvement initiatives to service managers and other stakeholders.	✓	
Excellent IT skills with ability to use databases and related analytical software.	✓	
Knowledge of the key stakeholders within council and externally.	✓	
Ability to represent the Council in a competent and professional manner at all times.	✓	
Ability to create and deliver effective presentations to a diverse range of audiences, for the purposes of communicating the contents of a Council emergency plan.	✓	
5. COMPETENCIES	ESSENTIAL	DESIRABLE
“Can do” positive attitude Demonstrates a commitment to changing work practices and processes, and a willingness to try new ways of working or thinking.	✓	
Takes responsibility and delivers results Adapts to changing demands to ensure that objectives are met, overcoming problems and making well considered decisions.	✓	
Team working Acts as a role model to others in the team, sharing knowledge and experience when necessary, whilst respecting and valuing the contribution other team members' experiences can bring.	✓	
Communication Demonstrates well developed written and verbal communication skills; and the confidence to present reports and verbal accounts credibly to a variety of different audiences.	✓	
Customer Care Develops contacts and relationships with customer/ client groups, regularly reviewing service delivery and taking responsibility to ensure quality service provision.	✓	
Takes ownership of personal development Takes action to develop own and others' capability and knowledge by promoting and supporting developmental opportunities to improve performance.	✓	

