Job Description

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| **Job Title** | Domestic Abuse Housing Co-Ordinator |
| **Grade** | PO1 |
| **Reporting To** | Senior Manager: Supported Housing and Homelessness |
| **JD Ref** | REG0179P |

Purpose

The purpose of the role is to assist in the coordination of Wirral Council’s strategic response to the housing needs of domestic abuse survivors; and to support the processes surrounding the commissioning of supported housing services to people experiencing, or at risk of social exclusion.

Main Duties and Responsibilities

**Behavioural:**

* Enjoy, achieve, create impact, and thrive in the role and organisation.
* Live our values in the role and organisation.
* To assist in the review, development and implementation of Wirral Council’s Safe Accommodation Strategy and to take responsibility for co-ordinating the actions set out within the strategy.
* To attend the Domestic Abuse/Housing Sub-Group, ensure that relevant issues are escalated to both the Domestic Abuse Operational Group and Alliance and deputise as Chair if required.
* Provide support and assistance to agencies working with abuse survivors to increase their capacity in understanding the housing issues affecting this client group.
* To act as a central point of contact for Domestic Abuse Housing issues for both internal staff and external providers and organising cross-department collaboration.
* To assist with the co-ordination and submission of Wirral Council’s annual Domestic Abuse Survey and any other relevant returns to Ministry of Housing, Communities and Local Government (MHCLG).
* To support all phases of the supported housing commissioning cycle to ensure that the council’s strategic, specialist housing-related support requirements are delivered which includes but is not limited to Domestic Abuse specific services.
* To support the improvement of relationships, facilitate cross-disciplinary coordination, and increase knowledge within and between domestic violence and homelessness/housing service programs across Wirral, so that homeless and those at risk of homeless are better served.
* To assist the involvement of relevant key stakeholders, internal and external, including delivery managers and procurement officers for any work-related matter in respect of domestic abuse housing and related services and its relationship to preventing and responding to homelessness presentation, in the commissioning of supported housing services.
* To contribute to contract negotiations for existing, new or remodelled services; contribute to producing annual contracting objectives and undertaking value for money assessments.

**Data Analysis and Decision-Making:**

* To monitor domestic abuse/housing matters and report on trends, including reporting within the Housing Division, to senior management and to other departments within the Council.
* To support the review, development and implementation of the Safe Accommodation Strategy gathering and analysing Domestic Abuse/Housing Needs Assessment and other key data i.e. domestic abuse contract performance. Analysing and interpretating intelligence and data, identifying gaps in domestic abuse housing services, reporting on recommendations to senior management for consideration for change.
* To undertake appropriate qualitative and quantitative analysis and to report on findings in different formats and to different audiences as required

**Performance Management:**

* To undertake budget monitoring in relation to DA contractual and grant payments including analysis and forecasting to inform monthly budget meetings and to work collaboratively with the Supported Housing Payments Officer in ensuring that relevant proofs and associated records are maintained.

**Compliance:**

* Adhere to and comply with all relevant corporate policies and procedures including Health & Safety, General Data Protection Regulations (GDPR), Corporate Governance and Code of Conduct.

**Other:**

* Any other duties commensurate with the grade.

Role Specific Knowledge, Experience and Skills

**Qualifications**

* NVQ level 3 in Housing/Supported Housing or related field and/or relevant extensive experience in related field in Homelessness/Supported Housing
* *Desirable -Degree in Housing or related field*

**Knowledge & Skills**

* Understanding of housing issues experienced by people experiencing or at risk of social exclusion.
* Ability to work independently, and as part of a team.
* Ability to research and report on quantitative and qualitative findings and to make appropriate recommendations based on these findings.
* A good level of familiarisation with Microsoft Office applications.
* Excellent Communication Skills.
* Ability to accurately maintain records/statements and findings.
* Ability to plan own workload and work to tight deadlines.
* Tact and diplomacy.
* Ability to establish and maintain effective working relationship with colleagues and external agencies.
* Ability to devise and implement new operational processes.
* Knowledge of commissioning frameworks for supported housing services.
* *Desirable - Relevant knowledge and experience in relation to, Rough Sleeping, Homelessness and Supported Housing commissioned services.*
* *Desirable - Knowledge of local services for survivors of domestic abuse and other homeless profiles.*
* *Desirable - Ability to work with a range of internal/external agencies and stakeholders at all levels.*

**Experience**

* Understanding of housing issues experienced by people fleeing domestic abuse, and the underpinning legislative framework.
* Understanding of the requirements of The Domestic Abuse Act 2021, and specifically how they relate to housing.
* Experience of working in services that provide housing, housing support or housing advice.
* Experience of producing reports containing multiple, complex issues to a high level of accuracy.
* Experience of working with internal and external partners across diverse service areas and with differing levels of responsibility.
* Experience of maintaining self-directed workloads.
* Experience of contract negotiations
* *Desirable - Experience of planning, producing or contributing to housing gaps/needs analysis.*
* *Desirable - Experience of authoring/contributing to strategic documents.*
* *Desirable - Experience of giving presentations.*
* *Desirable - Ability to effectively facilitate multi-disciplinary meetings.*
* *Desirable - Understanding of how the various housing teams within the Council deliver services to people fleeing domestic abuse.*
* *Desirable - Experience of collating and reporting on performance indicators using specialist IT software packages e.g. PowerBI*

Additional Information

Ability to travel across the Borough and work from various locations.

Work hybrid, with a flexible working approach to accommodate service needs.

On occasion, able to work outside traditional hours, of a weekend and evening as required, adopting a flexible working approach in response to business requirements.

Health & Safety Considerations:

* Lone working
* Work with VDUs (Video Display Unit) (>5hrs per week)
* Exposure to persons with challenging or aggressive behaviour

Approved By: Sheila Jacobs

Senior Manager Supported Housing & Homelessness

Date Of Approval: 13/08/25