Job description			
Job title	Domestic Abuse Advocate - Housing		
Grade	Pay Band J / SCP 26-28		
Directorate	Regeneration & Econonic Development		
Service/team	Housing Solutions/Safer Communities		
Accountable to	Service Manager		
Responsible for	N/A		
JE Reference	A4991	**Date Reviewed**	September 2026

Purpose of the Job

To work as a member of the Housing Solutions and Safer Communities Service delivering a victim focussed response to reported issues of crime, anti-social behaviour and homelessness. Utilising restorative practice and early interventions to support victims, encourage behavioural change and prevent re-victimisation and to work with alleged offenders to divert them away from crime.

Responses will be proactive and in addition to supporting the objectives of Knowsley Council will support the activities of the Community Safety Partnership within Knowsley to ensure that victims are adequately supported. This post may also include engagement with alleged offenders in a challenge and support manner. This post will require excellent multi-agency working and up to date knowledge of services, programmes and strategies across the Knowsley and Merseyside.

The post holder will take responsibility for the management of casework relating domestic abuse/homelessness – victim focussed – and will work closely with partners to reduce re- victimisation and/or re-offending.

Duties and Responsibilities

This is not a comprehensive list of all the tasks, which may be required of the post holder. It is illustrative of the general nature and level of responsibility of the work to be undertaken.

1. To act as Lead Professional to ensure good co-ordination and communication is in place in relation to the management of cases accepted by the Safer Communities Team.
2. To carry out formal investigations under the Housing Act 1996, to ensure that the Council fulfils its statutory duties. To determine applications, to ensure that customers are kept informed at all stages and to issue written notifications of all decisions made

3. To promote a victim focused approach to reports of domestic abuse and homelessness in Knowsley.

4. To liaise with key partners including Merseyside Police, Registered Providers of Social Housing, the Office of the Police and Crime Commissioner or others to ensure that issues of domestic abuse/homelessness are addressed in a timely manner through appropriate forums, including but not limited to, Risk Assessment Conferences, Problem Solving Groups, Strategy Groups or Team around the Family meetings.

5. To demonstrate operational experience and knowledge in all aspects of service delivery to ensure that current policy, legislation and best practice is applied to service delivery.

6. To collate and maintain confidential information relating to specific cases required to deal efficiently and effectively with incidents of domestic abuse.

7. To liaise with a range of staff and agencies in the co-ordination and delivery of inter-agency prevention and early intervention programmes. This will include, among others, Youth Justice Service, Police, Education Services/Schools, Children's Social Care, Adult Social Care, Family First, Housing, Knowsley Works, Health, Probation, and agencies from the Voluntary, Community and Faith Sector.

8. Actively contribute to the gathering of information from service users and partner agencies to evaluate service delivery and provide evidence of performance against service objectives and inform future service delivery.

9. To contribute to the protection of the public and the safeguarding of children and young people, taking particular account of policy and procedures on the support and management of young people who are vulnerable or present a risk of harm to others

10. Ensure that all Service information systems are maintained and updated as policy and procedure dictates.

11. To work flexibly to meet the needs of the service. This will encompass some early mornings and evenings.

12. To produce performance data as required by the Safer Communities Service Manager.

13. To carry out all responsibilities with due regard for Knowsley Council's equality and diversity policies and procedures.

14. To undertake personal learning and development to address identified learning and development needs of the post holder and the service.

Knowsley Council

As part of your role with the Council, you share a collective responsibility to support and champion children and young people who are cared for by the Council and young people who are care experienced. Children and young people tell us that including this in all job descriptions “is good” because they want all Council employees to understand how important it is to “treat children in care and care experienced young people as they would their own”. We ask that you do this with the same commitment, care and ambition that any parent would, regardless of your job role or service area. Children and young people tell us that they want all Council employees to be “genuine”, helping to create a supportive environment, remaining alert to any worries and concerns, and ensuring that safeguarding is promoted and responded to appropriately.

Knowsley Better Together – Staff Qualities



Health and Safety

- To use equipment as instructed and trained.
- To inform management of any health and safety issues which could place individuals at risk.

Data Protection and Information Security

- Implement and act in accordance with the Information Security Acceptable Use Policy, Data Protection Policy and GDPR.
- Protect the Council’s information assets from unauthorised access, disclosure, modification, destruction or interference.
- Report actual or potential security incidents.