



# Kent Police

<b>Job title:</b>	Domestic Abuse Support Officer (PCSO)	<b>Main purpose of the role:</b>  Provide essential dynamic and local support for cases involving domestic abuse (DA) in order to reduce the risk and improve safety for victims of DA and their families by applying the -Get it Right First Time- approach to all incidents of DA in line with the Force Control Strategy.
<b>Grade:</b>	Grade D	
<b>Role code:</b>	SDV030	
<b>Status:</b>	Police Staff	

## **Main responsibilities:**

- Dip sample crime reports and DA Cads to check for trends or patterns in repeat victims or offending as well as compliance with safety planning, victim care and risk management.
- Liaise with OICs of DA investigations to offer support and guidance on investigation options with regard to victim or offender management and maintain regular contact with those victims who have additional needs.
- Co-ordinate and oversee all Domestic Violence Protection Notices and Orders so that vulnerable victims are kept up to date and protected. This includes identifying and acting upon any DVPO breaches.
- Act as the Districts- single point of contact for local Independent Domestic Violence Advisors and DA charities to promote good working relationships between each other, so that DA victims receive the support they need.
- Co-ordinate the District -One Stop Shop- and represent Kent Police at DA related governance meetings, both internal and external such as MARACs, DA forums and CSU meetings to ensure police information is correctly shared and that cases are accurately discussed and collectively acted upon.
- Oversee all prison releases in order to identify and appropriately manage the risk and vulnerability linked to each release in liaison with the other police teams such as the Vulnerability Investigation Team, Offender Management Unit, Custody and Local Policing Teams to ensure the appropriate and co-ordinated management of high risk and repeat offenders.
- Undertake a range of important administrative functions such as organising panic alarm installation and monitoring, distributing DA literature and updating notice boards, as the local and subject expert for all DA related issues.
- Promote and carry out engagement with charitable and statutory partners so that domestic abuse remains the focus for all stakeholders and that victims, witnesses and those affected wider are protected, feel safe and feel empowered to -break the cycle-.
- Lead on the Second Responder Programme to identify appropriate victims, co-ordinate and arrange follow up visits to allow victims time to reflect and consider their options.

- March 2017

## **Vetting level:**

Management Vetting (MV)

## **Necessary experience:**

The Domestic Abuse Support Officer will be an experienced and accredited Police Community Support Officer. The post holder must have a good knowledge of working in a police enforcement, criminal justice or legislative framework environment together with experience of community and partnership working.

He or she must have strong interpersonal and communication skills and have a current driving licence. The post holder must have a flexible approach to hours work including some evening and weekend working.

Suitable candidates will have a keen interest in supporting vulnerable people. Previous knowledge of DA legislation in particular Domestic Violence Protection Notices, Multi agency Risk Assessment Conference process (MARAC), the Second Responder Programme and the One Stop Shop is desirable as relevant training will be provided.

## **Behaviours:**

### Analyse Critically (Level 1)

I recognise the need to think critically about issues. I value the use of analysis and testing in policing. I take in information quickly and accurately. I am able to separate information and decide whether it is irrelevant or relevant and its importance. I solve problems proactively by understanding the reasons behind them, using learning from evidence and my experiences to take action. I refer to procedures and precedents as necessary before making decisions. I weigh up the pros and cons of possible actions, thinking about potential risks and using this thinking to inform our decisions. I recognise gaps and inconsistencies in information and think about the potential implications. I make decisions in alignment with our mission, values and the Code of Ethics.

### Collaborative (Level 1)

I work cooperatively with others to get things done, willingly giving help and support to colleagues. I am approachable, and explain things well so that I generate a common understanding. I take the time to get to know others and their perspective in order to build rapport. I treat people with respect as individuals and address their specific needs and concerns. I am open and transparent in my relationships with others. I ensure I am clear and appropriate in my communications.

### Deliver, Support and Inspire (Level 1)

I take on challenging tasks to help to improve the service continuously and support my colleagues. I understand how my work contributes to the wider police service. I understand it is part of my collective responsibility to deliver efficient services. I take personal responsibility for making sure that I am working effectively to deliver the best service, both individually and with others. I am conscientious in my approach, working hard to provide the best service and to overcome any obstacles that could prevent or hinder delivery. I support the efficient use of resources to create the most value and to deliver the right impact. I keep up to date with changes in internal and external environments. I am a role model for the behaviours I expect to see in others and I act in the best interests of the public and the police service.

### Emotionally Aware (Level 1)

I treat others with respect, tolerance and compassion. I acknowledge and respect a range of different perspectives, values and beliefs within the remit of the law. I remain calm and think about how to best manage the situation when faced with provocation. I understand my own emotions and I know which situations might affect my ability to deal with stress and pressure. I ask for help and support when I need it. I understand the value that diversity offers. I communicate in clear and simple language so that I can be easily understood by others. I seek to understand the thoughts and concerns of others even when they are unable to express themselves clearly.

### Innovative and Open-minded (Level 1)

I demonstrate an openness to changing ideas, perceptions and ways of working. I share suggestions with colleagues, speaking up to help improve existing working methods and practices. I constantly reflect on my own way of working and periodically review processes and procedures for continuous improvements. I adapt to change and am flexible as the need arises while encouraging others to do the same. I learn from my experiences and do not let myself be unduly influenced by preconceptions.

### Take Ownership (Level 1)

I actively identify and respond to problems. I approach tasks with enthusiasm, focusing on public service excellence. I regularly seek feedback to understand the quality of my work and the impact of my behaviour. I recognise where I can help others and willingly take on additional tasks to support them, where appropriate. I give feedback to others that I make sure is understandable and constructive. I take responsibility for my own actions, I fulfil my promises and do what I say I will. I will admit if I have made a mistake and take action to

rectify this. I demonstrate pride in representing the police service. I understand my own strengths and areas for development and take responsibility for my own learning to address gaps.

### **Values:**

#### **Impartiality (Accredited)**

I take into account individual needs and requirements in all of my actions. I understand that treating everyone fairly does not mean everyone is treated the same. I always give people an equal opportunity to express their views. I communicate with everyone, making sure the most relevant message is provided to all. I value everyone's views and opinions by actively listening to understand their perspective. I make fair and objective decisions using the best available evidence. I enable everyone to have equal access to services and information, where appropriate.

#### **Integrity (Accredited)**

I always act in line with the values of the police service and the Code of Ethics for the benefit of the public. I demonstrate courage in doing the right thing, even in challenging situations. I enhance the reputation of my organisation and the wider police service through my actions and behaviours. I challenge colleagues whose behaviour, attitude and language falls below the public's and the service's expectations. I am open and responsive to challenge about my actions and words. I declare any conflicts of interest at the earliest opportunity. I am respectful of the authority and influence my position gives me. I use resources effectively and efficiently and not for personal benefit.

#### **Public Service (Accredited)**

I act in the interest of the public, first and foremost. I am motivated by serving the public, ensuring that I provide the best service possible at all times. I seek to understand the needs of others to act in their best interests. I adapt to address the needs and concerns of different communities. I tailor my communication to be appropriate and respectful to my audience. I take into consideration how others want to be treated when interacting with them. I treat people respectfully regardless of the circumstances. I share credit with everyone involved in delivering services.

#### **Transparency (Accredited)**

I ensure that my decision-making rationale is clear and considered so that it is easily understood by others. I am clear and comprehensive when communicating with others. I am open and honest about my areas for development and I strive to improve. I give an accurate representation of my actions and records. I recognise the value of feedback and act on it. I give constructive and accurate feedback. I represent the opinions of others accurately and consistently. I am consistent and truthful in my communications. I maintain confidentiality appropriately.

### **Technical skills:**

#### **Community Partnerships (Level 3)**

Work with the community partners and other agencies to solve community problems in accordance with the relevant legislation policy procedures and partnership agreements. Example: Take positive steps to develop and maintain your awareness of community issues. Respond positively to community members who identify problems. Record and take appropriate action to deal with the issues raised. Obtain information and intelligence from the community, partners and other agencies. Use analysis of information and intelligence to identify the causes and effects of the problems. Develop partnership solutions, in consultation with the community and other agencies. Take action to implement solutions, with the assistance of police departments and partners, having obtained the appropriate authority. Continually monitor the effectiveness of the partnership strategy. Provide feedback to appropriate police personnel and partners.

#### **Drugs (Level 3)**

Has a basic understanding of the various types of drugs and paraphernalia used to administer and manufacture illegal substances. Has a good understanding of drugs related offences, relevant legislation, the evidence required to support further investigation and an awareness of the support and assistance that other investigative officers and agencies can offer.

#### **ECYPM (Level 4)**

Develops appropriate professional relationships with children and young people. Has an awareness and basic knowledge, where appropriate, of the most current legislation. Has the confidence to actively represent the child or young person and his or her rights. Understands the necessity of information sharing within the context of children and young people's wellbeing and safety. Understands the different forms and extent of abuse and their impact on children's development. Able to recognise when a child or young person is in danger or at risk of harm, and take action to protect them. Knows when and how to discuss concerns with parents and carers. Understands the roles of other agencies, local procedures on child protection and variations in use of terminology.

#### First Aid (Level 3)

Can take charge of a situation and render basic life support, if an injury or illness should occur, having satisfactorily completed (BLS) training covering choking, CPR, effective control of bleeding and the recovery position. Demonstrates competence to an approved standard and holds the required certificate. Retention of competence will be subject to basic refresher training and re-assessment every three years.

#### Forensic - Crime Scene Management (Level 3)

Has a working knowledge of the preservation of evidence and practical experience in identifying scene parameters and securing crime scenes. Aware of the method of establishing and clearing a common approach path. Possesses a basic knowledge of the concepts of forensic evidence and the technical aids available within Force. Understands issues relating to scene contamination and can take practical steps to avoid it.

#### Health & Safety (Level 3)

Has a basic understanding of Health and Safety issues affecting the current role and working environment. Takes responsibility for personal safety and the safety of others. Aware of hazards and reports problems identified to line manager. Understands and minimises the physical risk of injury through the use of proper manual handling procedures.

#### Incident / Scene Management & Contl (Level 3)

Able to undertake initial examination and assessment of an incident. Able to give clear and precise situation reports. Sets up effective communication and control points. Has an awareness of hazardous materials and devices and makes safety a first priority where risk is apparent. Able to request additional support and /or supervisory personnel and any other service which may be required. Aware of the requirements needed to secure and preserve evidence at the scene. Aware of Gold-Silver command arrangements.

#### Information Management & Technology (Level 3)

Knows the range of police information systems available locally to support daily activities, and understands their uses. Can use police information systems to perform routine tasks. May be able to create simple records, and amends data to add information, within requirements of role. Understands data quality issues.

#### Intelligence Gathering & Analysis (Level 3)

Able to gain intelligence from various sources and is aware of how to give that information to the relevant department and in what format it is required. Able to liaise with intelligence personnel if necessary to gain advice as to the gathering and analysis of information.

#### Interviewing - General (Level 3)

Demonstrates the ability to conduct effective routine interviews for a variety of purposes. Prepares and plans carefully and is clear about the purpose of the interview. Asks relevant questions and is able to obtain the required information. Regularly reviews personal interview performance. Adapts style to suit the needs of the interview.

#### Knowledge of Legislation and Policy (Level 4)

Has a thorough understanding of all legislation, policy and procedure relevant to the current role. Able to apply this and offer advice to colleagues as necessary.

#### Mgmt of Police Information (MOPI) (Level 4)

Full compliance with level 3. Complies with all relevant security policies and systems operating procedures relating to national and force bespoke computerised databases and systems e.g. PNC, Genesis, STORM etc. Has successfully completed all relevant required additional MOPI training packages.

#### Preventing Violent Extremism (Level 4)

Engaged with Prevent activities both in force and with Partner organisations. Demonstrates an understanding of the Prevent objectives and relevant policies and procedures. Recognises potential Prevent implications and issues, and highlights them as appropriate.

#### Risk Management (Level 3)

Demonstrates an awareness of personal risk management issues, challenges or difficulties likely to affect the post holder in the execution of their duties. Able to anticipate risks likely to affect their work and knows how to communicate the likelihood and possible impacts of such events to line managers or supervisors.

#### Staff Safety (Level 3)

Has been trained in the skills and demonstrates the ability to apply elements of the staff safety programme. These are : Communication Skills and Unarmed Skills. Currently authorised to use these techniques, having received initial or refresher training within the last 12 months. Able to apply these techniques in practical situations minimising the risk of injury to themselves and ensuring their own safety and the safety of colleagues and members of the public.

#### Victim Support (Level 4)

Good working knowledge of victim support techniques both internal and external to the organisation. Able to support victims and other interested parties during an investigation which may lead to a court case. Able to act as an advisor for other staff on support services available.

### **National Occupational Standards:**

#### AA1 (Level Accredited)

Promote equality and value diversity.