



Knowledge Hub Advisor

Secondment opportunity

Reports to	Senior Knowledge Hub Advisor
Hours	Full time (37.5 hours per week, Monday-Friday).
Contract	Fixed term until March 2017
Location	Home-based, with significant travel around the UK
Salary	£30,000-35,000

Role summary

You will be part of a national Knowledge Hub working across England and Wales and linking closely with the Scotland Marac Development Officer. You will either be assigned to lead on providing interactive support and advice, or to deliver on regional activities across England and Wales including Sooner the Better and SafeLives consultancy.

You will use your detailed knowledge of domestic abuse and the best practice responses to support the delivery of our strategic objectives, as described in [SafeLives' blueprint and strategy for 2015-18](#). You will work closely with SafeLives' Practice team, Research, Evaluation and Analysis team, and Marketing and Communications team to develop and maintain up-to-date, expert advice and tools for professionals and act as the key contact for general queries.

You will be part of a team that is the primary contact within SafeLives for external audiences. You will have specific responsibility for delivering support and development to those responding to domestic abuse at a local, county and police force level. You will work with relevant strategic leads to improve their understanding of and response to abuse.

Working with the Research, Evaluation and Analysis team and others within SafeLives you will develop our local/regional intelligence picture, scrutinising practice and recommending action plans to enhance and improve the response to domestic abuse both regionally and nationally. You will also contribute to SafeLives' understanding of the needs and goals of local authority, health and Police and Crime Commissioners and establish relationships with these key commissioners and partnerships.

Key duties and responsibilities

Knowledge Hub – interactive support and advice

- Responsible for driving a culture of innovation through technology supporting areas to address challenges in their day to day practice in a technologically-minded way
- To provide expert, tailored advice, information and support to all professionals working with individuals affected by domestic abuse via telephone, email, social media, webchat, webinars and collaborative online tools
- Be an internal point of contact and resource for SafeLives colleagues, providing up-to-date intelligence and information on SafeLives' activity, external developments and practice
- Identify and research best practice or innovations in domestic abuse - both externally and from SafeLives' internal teams to ensure the Knowledge Hub is up-to-date and at the forefront of best practice
- Design, develop and maintain new tools, factsheets and products to improve the knowledge and practice of professionals working with individuals affected by domestic abuse
- Introduce and share new and innovative ways to work with those affected by domestic abuse making the best use of technology

- Design and set up area dashboards, overseeing the submission and assessment of these and proactively contacting areas who submit Marac audits and data to discuss any changes in indicators, offering troubleshooting advice and guidance. Where relevant, make recommendations to Head of Knowledge Hub about follow-up work at the quarterly meeting
- With support from the Communications team:
 - Develop and provide a range of interactive resources for practitioners including ‘ask the expert’ sessions, webinars and more.
 - Develop marketing tools to promote and publicise the Knowledge Hub itself and other SafeLives products and services.

Strategic support, commissioning and consultancy

- Act as a SafeLives representative and the primary contact to all external audiences for established and new aspects of the organisation’s blueprint and 2015-18 strategy
- Work as a critical friend to strategic partners in local authorities, police forces, the offices of Police and Crime Commissioners and other statutory and voluntary and community sector bodies to develop county-wide dashboards showing progress against agreed indicators
- Develop new and build upon existing strategic partnerships/relationships with local safeguarding children and adults boards, the offices of Police and Crime Commissioners, health and wellbeing boards and clinical commissioning boards
- Work with SafeLives’ consultancy team to deliver consultancy projects, proactively following up on opportunities with areas to use/link in with SafeLives’ other services such as consultancy, Leading Lights, training and Insights

Maracs, Mash and One Front Door

- Deliver a peer review and scrutiny process for Marac and other domestic abuse responses
- Work with SafeLives colleagues to ensure data is gathered from regions and ensure relevant data outcomes are cascaded back
- Identify local and regional best practice and innovations in Maracs, Mash and responses to domestic abuse to ensure the Knowledge Hub is up-to-date and able to cascade best practice
- Working with, and guided by, the Director of Practice and her team:
 - Be involved in the development and implementation of ‘Sooner the Better’ – the first step towards SafeLives’ One Front Door approach.
 - Be involved in the dissemination of good practice messages from the areas involved in Sooner the Better and One Front Door to develop a multi-agency safeguarding response nationally

Knowledge development and training

- Develop and/or update guidance materials and tools to meet these identified needs, seeking ratification from the practice group for your recommended course of action
- Effectively disseminate any new materials or tools created, ensuring other members of SafeLives are informed

Pilots

- Working with, and guided by, the Director of Practice and her team, identify opportunities for local areas to take initial steps towards implementation of new initiatives, taking an active role in internal and external pilot working groups

General

- Working with, and guided by, the head of the Knowledge Hub, identify and propose suitable development opportunities in a local area, both free and fee generating
- Design and deliver training for identified groups or roles that are aligned with the priorities as agreed at the quarterly planning meeting
- Be responsible for the maintenance and update of the CRM system as it relates to your work in the Knowledge Hub
- Act as champion for the services offered by the Knowledge Hub and wider SafeLives teams
- Any other duties commensurate with the level of the role as directed by the line manager or SafeLives

Person specification

Experience

Essential

- Practical experience of working with domestic abuse victims
- Experience of being involved in the delivery of Maracs including Marac, Mash and other multi-agency safeguarding responses to domestic abuse
- Experience of developing and maintaining effective and positive relationships with internal and external stakeholders at all levels
- Experience of delivering consultancy or bespoke project work, both as part of a team and individually
- Experience of advising and assessing/reviewing performance of external partners and designing/monitoring outcomes
- Experience of analysing and reporting on the performance and delivery of voluntary and statutory sector organisations and their response to domestic abuse
- Experience of using a range of communication channels and good personal presence to influence practice and policy. For example: excellent written reports and presentation skills, using well presented data and expert information, conveyed through face-to-face meetings, workshops and seminars, and electronic/digital dissemination.
- Experience of delivering training to a range of audiences, including researching and developing high-quality training/facilitation packages
- Experience of identifying external users' needs and providing an appropriate, tailored response
- Experience of delivering advice and guidance both remotely and face-to-face, across a regional or national area

Desirable

- Experience of working with local safeguarding children and adults boards, the offices of Police and Crime Commissioners, health and wellbeing boards, clinical commissioning groups, and local authority directors and assistant directors
- Experience of using new digital technologies including mobile technology to achieve social impact.
- Practical experience of working with children who have experienced domestic abuse and perpetrators of domestic abuse

Knowledge and understanding

- Up-to-date knowledge of the domestic abuse sector (essential). Policing or child and adult protection experience would be an advantage.
- An understanding of public protection arrangements; the provision of policing, health and social care; and of multi-agency/partnership working in the UK
- In-depth understanding of established models for responding to domestic abuse, including but not limited to Marac and Mash processes, at both a strategic and operational level
- An understanding of policy as it relates to domestic abuse, Maracs, Mash, and child and adult safeguarding.
- Existing knowledge or willingness to learn key consultancy disciplines

Skills and abilities

- Excellent facilitation skills, with the ability to lead and resolve challenging or difficult conversations, with experience of leading discussions to constructive conclusions
- Ability to provide feedback and communicate potential ways forward in a way that provides positive motivation for the audience and influences decision-making
- Excellent networking and relationship management skills, particularly with regard to multi-agency work which requires acute political sensitivity
- Sound project management skills, including taking responsibility for and reporting on key operational and financial deliverables (experience of the Agile approach to project management would be desirable)
- Ability to convert analysis and data into practical tools and products
- Ability to identify and disseminate best practice and cutting edge examples whether at a local, regional or national level and incorporate them into tools and products for both internal and external audiences
- Able to relate generic advice and tools to specific services/issues
- Able to deliver and provide advice/information that motivates end users to implement and deliver change

- Able to use relevant technology, including digital tools for communication, with a geographically dispersed team and sector
- Ability and willingness to work independently, travel as required, manage own time and prioritise effectively whilst also working as part of a team

Competencies: essential

Leadership

- Inspires trust and confidence in others
- Demonstrates high standards of integrity, honesty and fairness
- Commitment to SafeLives' values underpins all actions and decisions

Quality and continuous improvement

- Understands what excellent performance looks like in terms of both processes and outcomes
- Proactively contributes to the development of ways of measuring and auditing performance and stakeholder satisfaction
- Seeks a range of ways of gaining client/customer insight, input and involvement in service quality improvement
- Uses knowledge and insights to support better practice and new models of service delivery

Organisation awareness

- Demonstrates an understanding of the domestic violence sector and how this relates to service delivery
- Works effectively across teams
- Understands and interprets available data and evidence

Self-management

- Plans and prioritises work effectively, with the ability to manage complex projects and multiple deadlines.
- Flexible approach when dealing with colleagues and external stakeholders
- Is solution rather than problem focused
- Takes responsibility for own workload

Communication and relationship management

- Communicates professionally internally and externally, both in written and verbal form.
- Takes time to build and maintain contacts and partners
- Understands the impact of their communication
- Delivers high impact presentations and training

Team work and collaboration

- Uses a variety of methods to work as part of a team
- Works collaboratively to add value
- Shows flexibility and works with collective decisions