



Job Description

Job Title:	MARAC Support Officer
Department :	MARAC (Multi-Agency Risk Assessment Conference)
Line Manager:	MARAC Team Manager
Direct Reports:	N/A

Standing Together is committed to ensuring our workforce is reflective of our diverse population and is therefore committed to increasing representation of staff of Black, Asian, and other racially minoritised groups across all roles and at all levels. We strongly encourage applications from within Black and minoritized communities.

About Standing Together Against Domestic Abuse

Standing Together Against Domestic Abuse (STADA) is a UK charity bringing communities together to end domestic abuse.

We support organisations, including community and faith-based partners, criminal justice partners, housing, social services, healthcare workers and charities, to identify and respond effectively together to domestic abuse. Our aim is to help these communities, services, and agencies to work in partnership, so that people receive the best support at the time they need it. We do this through an approach that we pioneered, called the Coordinated Community Response (CCR). The CCR brings services together to ensure local systems truly keep survivors safe, hold abusers to account, and prevent domestic abuse. Our model of a coordinated local partnership to tackle and ultimately prevent domestic abuse is now widely accepted as best practice.

Purpose of the role:

The MARAC support officer carries out administrative duties to support the work of the MARACs coordinated by Standing Together Against Domestic Abuse. The support officer will

assist in the development of information systems supporting the work of the MARAC and input data and support the MARAC team manager where directed.

Main Responsibilities:

1. MARAC ADMINISTRATION

- To prioritise supporting the MARAC Team Manager in all aspects of their work as directed
- Daily check of MARAC emails (both non-secure and secure emails) for referrals to the different MARACs coordinated by Standing Together, process referrals, respond to the referrer and forward referrals to the appropriate Domestic Violence support services in a timely manner
- Provide inbox cover during Coordinators leave.
- Input new referrals onto the case management database.
- Regularly check MARAC emails (both non-secure and secure emails) for MARAC action updates from representatives and ensure that actions documents on At-Risk-List and spreadsheets are accurately updated
- Compile the list of Outstanding MARAC Actions to be emailed out to MARAC representatives
- Prepare the At Risk List-Actions documents with information from referral forms ahead of the MARAC meeting
- Take detailed and accurate minutes at MARAC meetings and tidy up the minutes within 2 days following the MARAC meetings
- Reply to MARAC-related queries from MARAC representatives and front-line professionals
- Help with the organisation of MARAC workshops, including monitoring the list of attendees, sending out confirmation letters, printing hand-out packs, preparing equipment and recording participants' feedback
- Plan and organise the London MARAC Coordinators Forum

2. DATA AND INFORMATION

- Collect and input a range of MARAC case data on the MARAC data spreadsheets to assist the MARAC Data Analyst in their work
- Assist in miscellaneous data collection and reporting tasks as required by the MARAC Team Manager or MARAC Coordinators

3. PARTICIPATION IN ORGANISATION

- Organise and take minutes at MARAC team meetings
- Undertake any other tasks as agreed by the MARAC Team Manager and/or the CEO of Standing Together Against Domestic Abuse

Knowledge, skills & experience required:

- A good communicator and comfortable communicating with diverse audiences by telephone, email and face-to-face
- Good organisational and time management skills with a strong attention to detail
- Committed to ensuring a high standard of service to colleagues and external agencies and stakeholders
- A thorough understanding of administration tasks within a busy office
- Excellent organisational skills to enable the smooth running of the office
- A good understanding of Microsoft Office, particularly Outlook and Excel,
- Excellent interpersonal skills, in particular in dealing with telephone and email enquiries
- The ability to take minutes (noting how to identify what are the important points and making the end document accurate and coherent.)
- The ability to copy, type and lay out documents.
- An ability to work under pressure with excellent time management and organisational skills
- A commitment to and understanding of equal opportunities in employment, service delivery, intersectionality and its links to structural disadvantage.

Personal Attributes required:

- Strong commitment to team members, the work team and the wider organisation's values and ethos.
- A desire to be part of a process to develop better responses to domestic abuse and evidence of a commitment in this area.

Qualifications required:

N/A