



JOB DESCRIPTION

DOMESTIC ABUSE SPECIALIST

POST TITLE: Domestic Abuse Specialist (Full Time)

HOURS: This role operates on a 4-week, 7-day rota, requiring 5 days of work per week. Shift times 12:00-20:00 or 14:00-22:00. Monday shift 09:00-17:00

LOCATION: Police Force Control Rooms and Police Call Centres across Thames Valley
Abingdon FCR, Milton Keynes FCR & Call Centre, and Kidlington Call Centre/RVR.

POSITIONS AVAILABLE: 4 - 1x Abingdon, 1x Kidlington, 2x Milton Keynes.

SALARY: £30,000 p.a.

CONTRACT: Fixed term until 31st March 2027 (extension subject to funding).

PLEASE NOTE: This post is open to **Female applicants only**, as a genuine occupational requirement in accordance with Schedule 9 (part 1) of the Equality Act 2010

ROLE OUTLINE

As a Domestic Abuse Specialist working for Aurora New Dawn, you will work to strengthen the police response to domestic abuse by providing independent, specialist expertise within police control rooms.

Based in a local police control room you will work alongside call handlers, dispatchers, and officers to:

- assess risk and ensure no opportunities for safeguarding are missed
- quality assure police responses to domestic abuse calls
- review incident logs, DASH/DARA risk assessments, and Body Worn Video (BWV) footage
- provide operational advice to officers deploying to incidents
- identify and facilitate referrals into specialist domestic abuse support services
- improve victim safety from the very first point of contact

Working under the direction of a Senior member of staff you will work independently but collaboratively with Thames Valley police, and in line with our organisational values.

This role involves supporting and developing police staff within police centres. There may also be occasions in the future where you attend callouts alongside officers to observe their engagement with victims, to provide feedback that supports risk assessment and safeguarding processes.

PLEASE NOTE: This is an on-site role which requires you to be co-located within police control rooms and/or call centres during your shifts.

MAIN DUTIES

1. Call Review and Quality Assurance

- Listen to live or recently recorded 101/999 calls to assess victim engagement and identify missed domestic abuse indicators.
- Provide constructive, specialist feedback to call handlers to strengthen practice.
- Review selected calls or conduct sampling to identify domestic abuse calls that may have been missed.
- Review body-worn video (BWV) footage as required.

2. Risk Assessment and Escalation

- Review DASH/DARA risk assessments, police logs, and intelligence systems to identify concerns.
- Escalate cases requiring regrading or altered response times to the Force Control Room (FCR) Inspector, documenting all recommendations.
- Identify risk patterns and ensure timely action to safeguard victims.

3. Operational Advice for Officers and Control Room Staff

- Provide attending officers with relevant operational advice and background information via manual intelligence checks, such as:
 - protective order status
 - history of prior callouts
 - known risk indicators
 - relevant vulnerabilities or perpetrator patterns
- Add safeguarding information to dispatch logs as appropriate.

4. Multi-Agency Work and Referrals

- Work closely with the local Victims First Hub, other specialist services and relevant 'By and For' organisations to facilitate appropriate onward referrals.
- Provide guidance on appropriate pathways for victims based on risk, identity, and need.
- Support the development of posters, guidance, and resources for FCR staff relating to out-of-hours support.

5. Learning, Development and Culture Change

- Support, inform, and where appropriate deliver training for call handlers and new recruits.
- Contribute to identifying themes, patterns, and learning for organisational improvement.
- Participate in review meetings with TVP, OPCC, and the Aurora Management Team.

6. Independence, Governance and Data

- Maintain strict independence while collaborating constructively with police colleagues.
- Work within data protection legislation and information sharing policies, including in relation to police data.
- Maintain accurate, confidential case and activity records.

7. Professional Responsibilities

- Maintain up-to-date specialist knowledge of domestic abuse practice.
- Participate in regular clinical supervision, case/workload reviews and line management supervision.
- Work flexibly to meet demand and support resilience across all FCR locations.
- Uphold Aurora New Dawn's values, ethos and confidentiality standards at all times
- Complete any other duties. appropriate to the role and level.

Organisation

Aurora New Dawn is managed by the Chief Executive Officer

The line management for this post will be undertaken by the Service Manager/Senior Specialist

The service is Registered Charity and has a board of trustees and a full constitution to adhere to.

Corporate Responsibilities

1. The above range of duties and responsibilities is not exhaustive: post holders will be expected to perform work of a similar level and responsibility when requested to do so.
2. Remain up-to-date and compliant with all organisational procedures policies and professional codes of conduct and uphold standards of best practice.
3. Observe duty to all Health and Safety rules and take all reasonable care to promote the health and safety of yourself and others.
4. Act in a way that supports and promotes Aurora New Dawn's Equal Opportunities Policy, which aims to ensure everyone has equal treatment and equal access to employment and services.
5. Contribute to Best value by working in an effective, efficient, and economic way, and to suggest and implement improved ways of working wherever possible.

IT Security

All staff must strictly adhere to current Aurora New Dawn policy on IT security as instructed by Chief Executive. Any breach of this policy could invoke the Aurora New Dawn disciplinary procedures, which could result in dismissal.

PERSON SPECIFICATION

This job description is a guide to the work you will initially be required to undertake. It may be changed from time to time to meet changing circumstances. It does not form part of your contract of employment

DOMESTIC ABUSE SPECIALIST

Essential Skills, Knowledge & Experience

- Demonstrable, direct experience of supporting victims of domestic abuse.
- Strong understanding of:
 - domestic abuse typologies
 - risk assessment and safety planning
 - dynamics of coercive control
- Understanding of trauma-informed practice principles, and their application to policing
- Ability to analyse risk quickly and accurately, including during crisis situations.
- Experience reviewing domestic abuse cases, quality assurance/audit and DIP sampling
- Knowledge of local specialist services, including By and For providers.
- Excellent verbal and written communication skills, including providing clear, constructive feedback and written reports
- Ability to maintain professional boundaries and act with independence.
- Strong IT skills and ability to use case management or intelligence systems.
- Ability to remain calm and effective in a high-pressure, fast-moving environment.
- Confidence in representing the organisation at local meetings, training sessions and within multi-agency groups as required.
- Commitment to feminist ethos, equality, and anti-discriminatory practice.
- Ability to work flexible hours, including evenings and weekends.

Desirable

- IDVA qualification via a recognised provider.
- Experience working with police or within a control room setting.
- Experience delivering training or workshops.
- Experience reviewing Body Worn Video (BWV), police logs, or intelligence systems.
- Experience working in a crisis-response environment (e.g., helplines, emergency services).

Personal Qualities

- Compassionate, empathetic, and victim/survivor-centred.
- Non-judgemental, empowering approach.
- Ability to challenge constructively and maintain independence.
- Adaptable, resilient, and able to manage competing demands.
- Reliable, professional, and trustworthy.
- Reflective, with commitment to continuous improvement.

Other Requirements

- Enhanced DBS

- Full Police Vetting is an essential requirement of the post and will be required on acceptance of employment. If full Level 3 Police vetting is not obtained your employment can be terminated.
- Ability to travel across Thames Valley locations.
- Access to a vehicle and valid UK driving
- This role is exempt from the Rehabilitation of Offenders Act 1974.

We encourage applications from women of all backgrounds and communities and are committed to having a team that is diverse in terms of skills, experiences, and abilities. We particularly encourage applications from disabled and Black, Asian, and Minority Ethnic women, as these groups are currently underrepresented in our organisation.