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| Job Title  | Quality and Performance Data Officer |
| Responsible to  |  Quality and Performance Manager  |
| Hours of Work | 37 hours per week (M-F)  |
| Salary  | NJC Scale Point 15 £23,541 per annum pro rata  |
| Contract  | Permanent  |
| Location  | Juno Women’s Aid Women’s Aid premises.  |
| Date Revised | June 2021 |

This job description may change to reflect changing requirements of the role.

**Job Summary**

To support and maintain excellent standards in service provision for women, teenagers and children affected by domestic violence and abuse by: -

* Supporting the Quality and Performance Manager in monitoring performance, contract and service delivery in line with domestic abuse sector Quality Assurance Standards
* Ensuring our case management system (On Track) database is fit for purpose
* Training and supporting all staff in effectively using On Track
* Supporting managers in ensuring compliance with the monitoring and evaluation expectations for their services
* Ensuring compliance with Data Protection Act 2018 and GDPR requirements for all service user data
* Maintaining high standards of confidentiality and information security

**Responsibilities and Duties**

The list below describes the main responsibilities and duties of the role but is not a finite list. You will be required to carry out any other duties commensurate with this post.

* Supporting the Quality and Performance Manager in ensuring our case management system (On Track) database is fit for purpose
* To liaise with other On Track users in the sector and with On Track professionals, ensuring the system is developed to meet our needs
* To lead on disseminating developments and good practice in relation to On Track
* Ensuring our staff are fully supported in effectively using On Track
* To ensure that all On Track users (staff and volunteers) are trained and supported in its use
* To support with delivery of the training induction programme for all On Track users
* To devise and run tailored refresher training where needed
* Ensuring we have robust reporting, monitoring and evaluation systems and processes in place for current and new services
* To liaise internally with managers, as necessary regarding their monitoring, evaluation and reporting requirements
* To create new monitoring, evaluation and reporting systems as required
* To support Juno Women’s Aid in standardising monitoring, evaluation and reporting systems where feasible
* Supporting managers in ensuring compliance with the monitoring and evaluation requirements for their service as directed by the Quality and Performance Manager
* To map all reporting requirements to the database, and maximise efficiency and ease of data input and collection
* To identify inconsistencies and report to managers, providing additional support and training where required
* Ensuring service user data is protected in compliance with the Data Protection Act 2018
* Support the Quality and Performance Manager to provide secure anonymised and non-anonymised SU information in response to verified data requests
* Managing the security of the database, allocating and protecting username permissions and passwords
* Maintaining an archive/destruction function of service user data stored on the database
* Work closely to maintain effective partnerships between Juno Women’s Aid and a wide range of statutory, voluntary and private sector organisations in Nottingham City and South Nottinghamshire, to improve the coordinated community response to domestic abuse.
* Attend team meetings where required to support with effective communication in relation to On Track
* Keep and maintain accurate and confidential records of all work undertaken.
* Contribute to the collection of service outcomes and use clear and coherent targets and monitoring systems to provide evidence that Survivor outcomes are met.
* Ensure effective implementation of Juno Women’s Aid’s Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
* Contribute to Survivor feedback and voice in service delivery and service development.
* Ensure service standards are maintained and all Juno policies and procedures complied with.
* Support the Quality and Performance Manager to ensure that the service is delivered in line with the service SLA and contract.
* Contribute effectively to team working, team meetings and the team plans.
* Contribute to the collection of service outcomes and use clear and coherent targets and monitoring systems to provide evidence that Survivor outcomes are met.
* Ensure effective implementation of Juno’s Equality and Diversity policies and awareness and integration of an equalities and human rights agenda in all your work.
* Contribute to Survivor feedback and voice in service delivery and service development.
* Ensure service standards are maintained and all policies and procedures complied with.
* Ensure that the services are delivered in line with the service SLA and contract.
* Work with volunteers as necessary to enhance the capacity of the service. Induct and mentor volunteers recruited to support the service.
* Respond to crisis drop ins as required.
* Promote the service widely to ensure referrals are received from women across all communities.
* Undertake training and ensure your knowledge is up to date and where relevant shared with your team.

**General Duties**

* At all times protect the safety and security of Juno and service users, staff, volunteers, and all those in the work of Juno, Juno premises and the confidentiality of records and other information;
* Uphold the right of women, children and young people who have experienced domestic

violence, advocating vigorously for them while offering protective strategies, and appropriate safe services;

* Adhere to Safeguarding Children and Adult policies, Health & Safety and Equal Opportunities;
* Adhere to the terms of relevant legislation, especially in respect of Safeguarding Children and vulnerable adults, Equality & Diversity, Employment and Health and Safety; and also keep updated of any changes or proposed changes in relevant legislation, policy and practice;
* Undertake such other duties, appropriate to the grade and character of the work, as may reasonably be expected and including relief cover on the Helpline and on-call rotas (evenings and weekends).
* Attend organisational days and other organisational requests and duties.
* Undertake training as agreed at supervision sessions.

**Values, Behaviours & Competencies**

* Committed to the purpose of Juno Women’s Aid, ensuring that the Survivor is at the heart of service delivery and development.
* Provide the service at times and days to meet service user needs and in line with contractual requirements.
* Feminist and committed to fostering innovation and continuous improvement in working practice.
* Flexible and open to new challenges, ideas and experiences, and able to be self-reflective.
* Committed to understanding diversity and ensuring anti-discriminatory practice is applied in all forms of our work.
* Non-judgemental with a commitment to self-care within the team.
* Collaborative, building relationships with internal and external partners.
* Non-judgemental with a commitment to self-care within the team and wider organisation.

**Other:**

1. This post is subject to completion of a six month probationary period.
2. Must be able to visit sites and work across Juno Women’s Aid sites as required.
3. Post is open to women only under the Equality Act 2010, schedule 9, part 1

This job description is not designed to provide an exhaustive list of tasks and therefore the post holder is expected to undertake any other reasonable duties within the scope of the post as specified by their line manager.

**For Official Use only**

Agreement to Job Description by candidate accepting the job offer:

*In accepting the offer of employment by Juno Women’s Aid, I agree to work to this Job Description and understand that this may change to reflect changing requirements of this role.*

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| Name:  | Signature:  |
| Date: | Start date: |

**PERSON SPECIFICATION – Quality and Performance Officer**

*Your application should give clear examples of your experience, knowledge, skills and*

*abilities gained in both paid and/or unpaid (volunteer) work for each of the Person*

*Specification criteria*

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| **Experience**  | * Experience of working with women affected by domestic abuse (Desirable)
* Experience of working with performance management and monitoring systems.
* Experience of delivering training
* Experience of developing training programmes
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| **Knowledge and Understanding**  | * Understanding of the practical, emotional, social and economic issues facing women and children affected by domestic violence
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| **Skills and Abilities**  | * Proficient in the use of Excel and associated Office 365 suite of products
* Ability to produce reports with good analytical skills
* Ability to work sensitively and in a non-judgemental manner with vulnerable survivors
* Ability to manage own workload, balancing competing priorities and working to tight deadlines
* Excellent time management and organisational skills
* Ability to work on own initiative as well as a strong team player and positively contribute to the team
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| **Communication** | * Sensitive to the needs of service users
* Able to grasp complex information in verbal and written form.
* Ability to deal with stressful situations and disturbing information.
* Excellent IT, written and verbal communication skills
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| **Other** | * Enhanced DBS Clearance
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