CROYDON COUNCIL

ROLE PROFILE AND PERSON SPECIFICATION

DEPARTMENT: Place

DIVISION: Safety

JOB TITLE: **Information Monitoring and Data Support Officer**

ROLE PROFILE

Job Title: Information Monitoring and Data Support Officer

Department: Place

Division: Safety

Grade: Grade 7

Hours (per week):   36 hours

Reports to: The FJC Operations Manager and the Violence Reduction Network Intelligence and Performance Manager.

Responsible for: The Coordination of the MARAC

The information, Monitoring and Data Support Officer is to ensure timely and accurate data and information is effectively and efficiently delivered to internal and external partners in order to improve the outcomes for DASV victims and their children:

- Use a range of service specific processes and reports to enable the completion of performance reporting from internal and commissioned services to support service improvement.
- Collation of data, including performance information monitoring and improving data quality

Role Purpose and Role Dimensions: The focus of this role is to Coordinate MARAC and support both management and the front line in the collation of data that will help in service development and delivery.

The role involves partnership working with both statutory and non- statutory organisations as well as with third sector and community/faith organisations.

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Commitment to Diversity: To take individual and collective professional responsibility for championing the council's diversity agenda, proactively

implementing initiatives which secure equality of access and outcomes. Commit to continual development of personal understanding of diversity.

Key External Contacts:

- South London, and Maudsley Mental Health Trust
- Primary care, community and acute health services
- Service providers in the private, voluntary and community sectors.
- Police
- probation
- MARAC coordinators
- Refuge services

Key Internal Contacts:

- Children's Social Care
- Adults Social Care
- Housing
- Violence Reduction Network
- Public health
- VRN Intelligence and Performance Manager
- Centralised Business Support Service

Financial Dimensions: None

Key Areas for Decision Making: Responsible for the Coordination of MARAC
Responsible for data and support

Other Considerations: None

Is a satisfactory disclosure and barring check required?
[(click here for guidance on DBS)](#)   No

What level of check is required?

Is the post politically restricted
(*[Click here for guidance on political restriction](#)***)**   No

Is the post exempt from the Rehabilitation of

**Offenders Act (ROA) 1974
([Click here for guidance on ROA](#))**

No

Key Accountabilities and Result Areas:

Practice

Key Elements:

This will involve:

- Support the collation of FJC data in partnership with the Intelligence and Performance Manager
- To support the implementation of high quality systems and process that enable the service to demonstrate quantitative performance
- To support the development of a joined up approach that ensures a consistency of approach to collating and presenting data across the VRN
- To ensure that service led data requirements are maintained on agreed systems and data bases to enable timely and accurate information about the FJC to be accessible.
- To initiate and maintain communication with a range of key professionals regarding MARAC referrals
- Develop and maintain effective professional relationships with all partner agencies

Outcome framework and culture	**This will involve:**
	- being part of an outward-looking culture and preventing "silo" thinking and behaviour. - joint working across teams, the service and council

Green Commitment

- Ensuring both individual and teamwork meets the Council's Green Commitment Policy goals in reducing energy consumption and waste, increasing renewable energy use and recycling, contributing to a reduction in traffic congestion and using sustainable materials.

Data Protection

- Being aware of the council's responsibilities under the Data Protection Act 1998 for the security, accuracy and relevance of personal data held, ensuring that all administrative and financial processes also comply.

- Maintaining customer records and archive systems in accordance with departmental procedures and policies as well as statutory requirements.

Confidentiality

- Treating all information acquired through employment, both formally and informally, in confidence. There are strict rules and protocols defining employee access to and use of the council's databases. Any breach of these rules and protocols will be subject to disciplinary investigation. There are internal procedures in place for employees to raise matters of concern regarding such issues as bad practice or mismanagement.

Equalities and Diversity	▪ The council has a strong commitment to achieving equality of opportunity in its services to the community and in the employment of people. It expects all employees to understand, comply with and promote its policies in their own work, undertake any appropriate training to help them to challenge prejudice or discrimination.
Health and Safety	▪ Being responsible for own Health & Safety, as well as that of colleagues, service users and the public. Employees should co-operate with management, follow established systems of work, use protective equipment and report defects and hazards to management. Managers should carry out, monitor and review risk assessments, providing robust induction and training packages for new and transferring staff, to ensure they receive relevant H&S training, including refresher training, report all accidents in a timely manner on council accident forms, ensure H&S is a standing item in team meetings, liaise with trade union safety representatives about local safety matters and induct and monitor any visiting contractors etc, as appropriate.
Contribute as an effective and collaborative team member	This will involve: ▪ Participating in training to demonstrate competence. ▪ Undertaking training as required for the role. ▪ Participating in the development, implementation and monitoring of service plans. ▪ Championing the professional integrity of the service.

Quality assurance and service development	**This will involve:**
	
	• To work within a quality assurance framework for early help services which:
	
	   - Captures relevant qualitative and quantitative information
	   - That is supported by strong supervision and risk management

Evidence-based leadership and management	**This will involve:** • To maintain expert knowledge of research findings legislation, statutory guidance and policy developments relevant to the service area.

Organized Culture   **This will involve:**

- Being part of a positive 'can do' culture within the service.
- Being part of a learning and reflective service
- To role model good professional behaviour
- To ensure appraisals are productive and used effectively to promote professional development.

Person   Specification

Job Title: Information Monitoring and Data Support Officer Violence Reduction Network

Essential knowledge: Relevant knowledge of administration and data management systems including knowledge of

- a range of analytical methodology in order to provide analysis of performance including trend analysis and projections
- management information systems and their general functionality
- different evaluation and research methods
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Understanding of:

o national policy, strategy and developments regarding Domestic Abuse and Sexual Violence

o relevant legislation, statutory guidance, standards and procedures.

o assessment processes and identification of risk

o "outcomes" concepts, quality assurance methodology and change / project management techniques.

Essential skills and abilities:

- Good oral and written communication skills including report writing and minute taking
- Able to use a number of different databases and to interpret data generated from these and other spreadsheets
- Good understanding of using Excel and Word
- A good level of numeracy
- Able to manage expectations and ensure deadlines are adhered to
- Ability to plan and manage work under pressure and apply prioritization across different areas of work
- Ability to engage and build a quick rapport with partners and colleagues
  Able to work independently and directly with colleagues and partners
- The ability to work effectively as a member of a multi-agency team, and contribute positively to whole service plans, team development and supervision
- Ability to be reflective and evaluate learning needs, actively seeking learning opportunities that improve practice and impact service outcomes.

Essential experience:

- Experience of using a range of databases, particularly those used within social care environments.
- Experience of using a variety of statistical techniques and software to provide the most effective data.
- Experience of supporting needs analyses exercises
- Experience of managing performance management information.
- Experience of contributing to the development of a highly motivated, high achieving and stable work force with a positive, "can-do", customer-centred culture.

Special conditions: None