

JOB DESCRIPTION

Job Title:	Information Analyst
Responsible To:	Development and Implementation Manager
Conditions of Service:	<p>18.75 hours per week (across a minimum of three days)</p> <p>25 days annual leave rising to 30 days per annum pro rata</p> <p>Public Holidays</p> <p>6 month probationary period</p> <p>3% matched contribution to SWA stakeholder pension scheme</p>
Salary:	£26,000 - £28,500 pro rata depending on experience and relevant qualifications
Contract:	Fixed term until 31st March 2020
Location:	Southwark, Lambeth and Lewisham

Main Purpose of Job

To provide ongoing support to the new Lambeth, Southwark and Lewisham Perpetrator System Change Project; a service which aims to deliver interventions and ensure risk management for high risk and prolific VAWG perpetrators identified through Metropolitan Police Service (MPS) Dauntless plus data.

The information analyst will be responsible for tracking the multi-agency response to the project; gathering, analysing and disseminating information to inform service delivery and monitor service progress.

Main responsibilities

To deliver excellent standards in service provision for our service users:

- Undertake research and collate information to inform the delivery of the Perpetrator System Change Project across Lambeth, Southwark and Lewisham.
- Track a multi-agency response to tackling high risk perpetrators of VAWG and ensure agreed actions are completed by partner agencies



- Facilitate a close working relationship with the linked survivor service in each operating borough, ensuring that survivors and their children remain at the heart of all service provision
- Work in close partnership with other agencies including Police, Children's Social Care, Probation, housing, mental health and substance use agencies to ensure information regarding service users is shared appropriately
- Collate and analyse data on all identified service users to monitor the effectiveness of project interventions and inform monitoring reports
- Provide ongoing administrative support to the development and implementation co-ordinator

To support the development and implementation manager to ensure the service is embedded in Lambeth, Southwark and Lewisham within allocated time frames

- Positively promote the service in its operating boroughs
- Develop and maintain close links with key stakeholders
- Assist with identifying suitable meeting spaces in service operating boroughs
- Provide support with awareness raising work and/or training for professionals as required

To ensure the service is responsive to and meets the needs of all service users, taking into account a variety of needs including language, culture, disability, sexuality, literacy and mental health:

- Ensure demographic information and information regarding accessibility needs is recorded accurately and used to inform intervention
- Provide support with sourcing accessible meeting spaces where required
- Encourage service users' participation in service development, continuous improvement and feedback exercises, where appropriate

Work to ensure that contract requirements are met; defined service standards are maintained and comply with policies and procedures:

- Attend and contribute to team meetings and effective communication across the team.
- Ensure continuous improvement in service delivery.
- Keep and maintain accurate and confidential records of all work undertaken with clients.
- Collect data to provide evidence for key performance indicators working to meet the teams and SWA's strategic objectives.
- Contribute to the collection of service outcomes and to use clear and coherent targets and monitoring systems to provide evidence that those outcomes are met.
- Adhere to defined service standards in the delivery of all areas of case work.



General and Corporate Responsibilities

- Work flexibly as agreed within the team to meet the demands of the service
- Maintain confidentiality in all matters relating to SWA
- Implement and abide by all SWA policies and procedures
- Undertake other related duties that the Senior Management Team and/or Board of Trustees deems appropriate and /or necessary
- Ensure that all Solace's policies and procedures in your work area are up to date
- Ensure effective implementation of Solace's Equality and Diversity policies and ensure awareness and integration of an equalities and human rights agenda in all your work
- Ensure that the service user is at the heart of all service delivery and development
- Attend all meetings and training relevant to your role
- Act as an ambassador for Solace

Carry out other duties appropriate to the post as requested by your line manager.

Whilst every endeavour has been made to outline the duties and responsibilities of the post, these duties are not exhaustive.



PERSON SPECIFICATION

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.

Experience
Experience of collating and interpreting data from multiple sources
Experience of developing data collection systems
Experience of using qualitative and quantitative data to create reports
Experience of working within a multi-agency framework, building partnerships and sharing information
Knowledge + Understanding
An understanding of the issues facing women, men and children affected by domestic and sexual abuse
A sound working knowledge of confidentiality and information sharing protocols
A commitment to upholding the policies, procedures and values of SWA and in particular, a commitment to ensuring Equality of Opportunity in all areas of practice and performance
Skills + Abilities
Excellent administrative and time management skills; including multi-tasking and managing own caseload
Good analytical and problem solving skills including the ability to analyse complex information
Ability to work with a range of professional agencies, achieving positive outcomes
Excellent working knowledge of Excel, Office and web based software to record, communicate and research
Ability to work confidently on own initiative
Values + Ethos
A thorough understanding of anti- discriminatory work and practice
A commitment to the values and ethos of Solace Women's Aid
A commitment to fostering innovation in working practice
A flexible approach to your work
A commitment to respecting and valuing service users' perspectives and involvement in Solace