



## STAFFORDSHIRE WOMEN'S AID

### JOB DESCRIPTION

<b>Job Title</b>	<b>Referrals and Monitoring Officer</b>
<b>Salary:</b>	<b>£21,589 - £22,911 per annum</b>
<b>Hours:</b>	<b>37 hours per week</b>
<b>Responsible to:</b>	<b>Operations Manager, Chief Executive, and board of Trustees</b>
<b>Job Purpose</b>	<p>This role involves co-ordinating the helpline team, referral processes and pathways for Staffordshire Women's Aid.</p> <p>You will assist and support the Operations Manager to collect data to produce quarterly and annual reports in line with reporting requirements for grant providers and data providers.</p> <p>You will assist and support the Operations Manager to be able to accurately measure the effectiveness and impact of services delivered, and communicate and report on this effectively to managers, Trustees, commissioners, funders, and other relevant stakeholders.</p>

This post is open to female applicants only as being female is deemed to be a genuine occupational requirement under Schedule 9, Paragraph 1 of the Equality Act 2010

### JOB DETAILS

#### Core Functions, Duties & Responsibilities

##### Core Requirements:

- To work as a committed member of the Staffordshire Women's Aid team.
- To support the aims, values and working principles of Staffordshire Women's Aid, and to work in alignment with Staffordshire Women's Aid's Policies and Procedures.
- Take all possible steps to ensure the safety and confidentiality of the service users, staff, volunteers and management of Staffordshire Women's Aid.

### **Specific Duties:**

- Co-ordinate referral processes and pathways, including the helpline team to ensure that all referrals to Staffordshire Women's Aid are entered onto Oasis DA data base following the agreed referral processes.
- Ensure that all referrals sent through email are actioned in accordance with the agreed referral process.
- Liaise with the Victim Gateway and other referral partners when needed.
- Ensure a good level of data integrity within Oasis DA, including identifying and merging duplicate files and checking data against agreed standards.
- Ensure data submitted is accurate, identify any discrepancies or variations and when identified follow up data anomalies with the data provider or your line manager.
- Contribute to the development and maintenance of best practice with regard to using Oasis DA, including developing and maintaining an Oasis DA handbook for internal use, which is updated as new developments are made.
- Provide data to enable managers to produce quarterly reports and annual reports in line with reporting requirements for grant providers and data providers.
- Liaise with those required to submit data to collect requested data on a quarterly basis as required by your line manager.
- Liaise with all project staff and volunteers and working alongside them to seek the best outcomes for service users.

### **General Responsibilities:**

- Work flexibly to allow us to offer the best service possible to service users this may involve working some evening/ weekend sessions on occasion.
- Responsible for undertaking any other duties appropriate to the post.
- Ensure that required quality standards and required evaluation and monitoring processes are carried out within projects.
- Attend team and service meetings as required and collaborate with colleagues in achieving team and service objectives.
- Attend relevant training/ conferences / workshops in line with identified professional objectives.



### **Variation Clause**

Staffordshire Women's Aid reserves the right, following consultation with the member of staff, to vary, add or alter any of the terms and conditions of employment attached to this post.

This job description will be review annually and may need to be revised according to the priorities of current workload with the agreement of the Board of Trustees and the CEO.

The performance of the post holder will be monitored through regular supervision by the line manager and reviewed at each annual appraisal.

### **General Information and Conditions of Service**

- 5 weeks holiday (pro rata) per year, plus statutory holidays.
- Staffordshire Women's Aid contributes a sum equivalent to 3% of the annual salary to the company pension scheme following successful completion of 3 months probationary period, and subject to staff contribution as part of auto-enrolment.
- Overtime is unpaid; time of in lieu is to be taken in consultation with line manager.

## Referrals and Monitoring Officer

### PERSON SPECIFICATION

Criteria:		Essential	Desirable
<b>Qualifications:</b>	Relevant professional qualification and/or proven relevant experience.	x	
<b>Experience:</b>	Experience of working with victims of domestic or sexual violence.		x
	Experience of maintaining information management systems and databases.		
	Experience of collating and preparing timely information for reports.	x	
	Providing and disseminating relevant information.	x	
	Experience of collating and preparing information for reports.		x
	Data analysis and reporting and ability to write reports.		x
<b>Knowledge &amp; Understanding:</b>	Understanding of and commitment to the Violence Against Women and Girls agenda, and its place in the values of Staffordshire Women's Aid.	x	
	An understanding of anti-discriminatory working principles and practices, and of the importance of an ethos of diversity.	x	
<b>Skills:</b>	Excellent interpersonal and communication skills	x	
	Ability to communicate effectively with a wide range of agencies.		
	Excellent ICT skills including knowledge of MS Excel to enable and support effective monitoring and reporting.	x	
	Ability to effectively gather data to meet required reporting deadlines.	x	
	Ability to work on own initiative and prioritise own workload, meeting organisational deadlines.	x	
	Ability to assess risk of harm to clients/self/others/property and take action as appropriate and consider sharing of information in respect of Safeguarding Children and Vulnerable Adults; acts of terrorism etc.	x	
<b>Other:</b>	Ability to accept and use supervision appropriately and effectively.	x	
	Ability to identify and solve problems, escalating to management as appropriate.	x	
	Ability to work flexibly as part of a team.	x	
	Commitment to on-going professional learning and development.	x	
	Resilience, determination, and a sense of humour.	x	