## Role information

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| Job Title: | Information Officer | Travel Required: | Some Travel Required |
| Location: | Dudley | Position Type: | Administration |
| Service area: | Domestic Abuse | Level/Salary Range: | £15,975 |
| Responsible to: | Head of Domestic Abuse Services | Working Hours | 30 Hours per week |
| Special Conditions | | | |
| Mileage and parking allowance (if appropriate) | | | |
| Job Brief | | | |
| To work within BCWA’s new pilot project which aims to improve responses to victims of domestic abuse and other interpersonal violence attending Accident & Emergency Services in Russell’s Hall Hospital. The Information Officer will beresponsible for information capture and sharing across agencies, correlating A&E attendees with BCWA’s database of domestic abuse victims and MARAC listings, ensuring appropriate referrals are made to ongoing support, and supporting clinical hospital staff training. | | | |

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| **Working for BCWA** | |
| BCWA Values | This role will be an ambassador for BCWA promoting the values of the organisation and all it stands for.  The (position) must possess the leadership, skills and commitment to challenge abuse and violence within our society acknowledging that victims are faced with many barriers to living free from violence and abuse. Victims of violence are at the heart of everything we do.  BCWA listens, supports and cares |
| Commitment to safeguarding | Black Country Women’s Aid is committed to safeguarding and promoting the welfare of children and young people and expects all staff and volunteers to share this commitment. |

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| **Meeting the Strategic Objectives of Black Country Women’s Aid** | |
| 1 | To work within the organisations quality assurance framework and ensure we provide a quality service to victims of domestic abuse |
| 2 | To develop innovative ways of working with victims of interpersonal violence based on good practice and evidence based research. |
| 3 | Have an excellent over view and understanding of all aspects of domestic abuse, sexual violence and trafficking to be able to advise agencies and clients of services and support available and their referral pathways. |
| 4 | To develop and maintain a culture and systems that promote equality and value diversity and offer empathy to victims of interpersonal violence |
| 5 | To support/supervise social work students as required |
| 6 | To be compliant with GDPR procedures and principles |
| 7 | To represent the organisation positively contributing to local, regional and national strategy and events; |
| 8 | Work with senior employees to prepare services for externally assessed quality standards; |
| 9 | To work within the aims and objectives Black Country Women’s Aid. |

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| **Governance** | |
| 1 | Formal reporting to the Senior Management Team in accordance with the Board/ Company meeting schedules and any other reports as deemed necessary by the Executive Director/ Board members |
| 2 | Assistance in preparing reports to stakeholders and funders ensuring that monitoring and statistical information is kept up to date, accurate and in line with BCWA policies and procedures |
| 3 | To ensure effective communication across all services to update and inform about the domestic abuse services and ensure that the Service Manager/ A&E IDVA is informed at all times of any issues that affect the effective delivery services within this service. |
| 4 | To ensure implementation and compliant of BCWA policies and procedures across domestic abuse services |

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| **Principle Duties** | |
| 1 | To be a central point for all A&E health information, ensuring information on victims of domestic abuse and other forms of interpersonal violence (sexual violence, child sexual exploitation, forced marriage, honour based violence and female genital mutilation) is collected and analysed. |
| 2 | Improve data capture within A&E, ensuring that patients attending due to domestic abuse (and other interpersonal violence) issues are accurately identified and recorded as such, to improve the visibility of the issues and quality of information. |
| 3 | To build a clearer picture of the risks surrounding victims of domestic abuse and other interpersonal violence by correlating A&E attendance data with BCWA’s database, fortnightly MARAC listings, and other information held by voluntary and statutory agencies on known victims of abuse. |
| 4 | To share this information across voluntary and statutory agencies to ensure that an improved multi-agency response can be implemented to help keep victims safe. |
| 5 | To integrate the pilot project with local safeguarding structures such as MARAC, ensuring regular information flow across agencies to fill in existing communication gaps and improve safeguarding of the most vulnerable. |
| 6 | Conduct retrospective studies of historical data, correlating MARAC listings and SWA’s database with A&E records to identify gaps in support and information sharing. |
| 7 | Analyse the effectiveness of risk assessments carried out and their outcomes. |
| 8 | Liaison with Dudley Group NHS Foundation Trust data analysis staff. |
| 9 | Improve Dudley Group NHS Foundation Trust staff ability to recognise and respond to victims of violence by contributing to Domestic Abuse training across the Trust, aligning with their Domestic Violence and Abuse policy’s training strategy. |
| 10 | Provide effective consistent presence in A&E to help improve staff understanding of, recognition of, and confidence to deal with issues of interpersonal violence. |
| 11 | Maintenance of resources and publicity (posters and leaflets) for staff and patients in hospital settings. |
| 12 | Attend regular case management meetings, supervisions and feed into performance management systems to improve quality of work and services for victims of interpersonal violence. |
| 13 | Engagement with victims of abuse and violence to evaluate the operation of the pilot project and produce case studies and reports. |
| 14 | Complete statistical returns and ensure compliance with all external funding and monitoring systems, inputting into reports to any external funding bodies. |
| 15 | Create regular reports to feed into local/regional operational and strategic forum. |

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| **General Duties** | |
| 1 | Understanding that victims and patients do not see local authority borders, work to help join up the picture of cross authority working. |
| 2 | Attend health review meetings to exchange information on exit pathways from A&E into other health services, auditing outcomes, identifying gaps in support/missed opportunities eg where victims’ coping strategies could have been picked up at GP stage, before escalation to A&E level. |
| 3 | Facilitate Trust’s alignment with national best practice on response to victims of violence through: supporting the implementation of NICE guidance; training; supporting staff to develop good practice. |
| 4 | To work in partnership with the BCWA A&E IDVA team and clinical staff and use both BCWA and databases to maximise data analysis and create detailed reports. |
| 5 | Designated responsibility for Information Security policy and procedure for data capture, analysis and sharing. |
| 6 | To be a first point of call for clinical staff in the hospital environment, spreading awareness and understanding of this pilot project advocating for BCWA support services and the importance of an effective response to safeguard victims of violence. |
| 7 | To develop a culture and systems that promote equality and value diversity. |

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| **Safeguarding responsibilities (the individual’s responsibility for promoting and safeguarding the welfare of children and young people they are responsible for, or come into contact with** | |
| 1 | \*\*All posts are subject to the Rehabilitation of Offenders Act (Exceptions Order) 1975.  It will be necessary for an enhanced disclosure to be made to the Criminal Records Bureau for details of any previous criminal convictions. |
| 2 | You are responsible to ensure children and young people you work with are safeguarded, this includes following BCWA safeguarding policies and procedures and feeding any concerns into your line manager or designated safeguarding lead |

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| **Important information** | |
| 1 | This job description will be subject to review as part of the annual appraisal process. The post holder will be expected to be flexible in her development of the post and will participate fully in all discussions about the nature of her work and the tasks involved. |
| 2 | Black Country Women’s Aid is committed to safeguarding and promoting then welfare of vulnerable adults, children and young people and expects all staff and volunteers to share this commitment. |
| 3 | Any other duties which the Executive Director may feel necessary from time to time |
| 4 | Occupational Requirement under Schedule 9 (part 1) of the Equality Act 2010 applies.  The post holder must be female in accordance with the Sex Discrimination Act 1975 Part 7 (2) (e) |

Person Specification

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| **Qualifications and Experience: You are required to:** | |
| 1 | Good standard of general education or relevant experience |
| 2 | Relevant previous or current employment/ work experience |
| 3 | Experience of setting up data capture systems |
| 4 | Experience of managing a high volume of data in order to identify and resolve data discrepancies. |
| 5 | Experience of producing high quality reports |
| 6 | Experience setting up information sharing protocols |
| **Knowledge: You are required to:** | |
| 1 | Taking referrals for services, which will involve, Gathering information regarding the victim/survivor and their circumstances, assessing the information, agreeing needs and identifying risk, understanding the right service to refer on to. |
| 2 | Have an excellent understanding and working practice of undertaking risk assessments and understanding the nature of domestic and sexual violence |
| 3 | Designated responsibility for Information Security policy and procedure |
| 4 | Work within the organisation’s health and safety, Lone working, information sharing and safeguarding arrangements |
| 5 | Facilitate group work with victims of domestic abuse |
|  | To work in a person centred way to undertake one to one work looking at areas such as confidentiality, the impact of domestic abuse, safety planning |
|  | Work within the criminal justice service to support clients through court and with any civil or criminal proceedings |

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| **Skills/ and abilities: You are required to:** | |
| 1 | Knowledge of the dynamics and impact of domestic violence and how best to analyse this information |
| 2 | Experience of delivering training around domestic abuse to frontline practitioners |
| 3 | Experience of working with Microsoft access database and excel both at an advanced level. |
| 4 | Ability to solve problems and respond appropriately to a variety of situations |
| 5 | Ability to work to deadlines and to balance priorities |
| **Character and Personal qualities: You will be required to:** | |
| 1 | A feminist perspective on how gender, social, economic, race, cultural, linguistic, religious and sexual orientation issues may impact on people’s lives |
| 2 | Confident, assertive, positive individual committed and representing everything that Black Country Women’s Aid standards for |
| 3 | Non-judgmental, non-directive and anti-discriminatory approach |
| 4 | High level of self-motivation and integrity and an ability to think creatively with a ‘can-do’ attitude that can inspire others |
| 5 | Confident to challenge practice in a constructive and solution focused way and where necessary take formal action |
| 6 | Organised and efficient and able to manage time/tasks effectively and respond to immediate pressures |
| **Other Requirements: You will be required to:** | |
| 1 | Have a current driving license and access to a vehicle |
| 2 | Be willing to work unsociable hours, including evenings and late nights |
| 3 | Be eligible to work in the UK |

# Version control and Sign off

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| Job Description produced by: | Raj Lagan  Regional Head of Domestic Abuse Services | Date Produced | 27.07.2019 |
| Job Description reviewed by: | Sara Ward  Executive Director | Date reviewed |  |
| Job Description approved by: |  | Date Approved |  |