Job Description

Job Title: **Supporting Families Research Officer**

POSCODE: **3577**

Grade: **H**

<div style="background:black;color:white;text-align:center">Overall purpose of the job</div>

1. To undertake a range of specialist, proactive and reactive quality assurance activities aimed at quality assuring and improving standards in the accuracy, consistency and integrity of data records across the core Case Management systems and Supporting Families data.

2. to further develop work on the Supporting Families Programme and to support improvement in the income generation element of the Supporting Families Programme in Northamptonshire

<div style="background:black;color:white;text-align:center">Main accountabilities</div>

	Main accountabilities
1.	Using databases such as Carefirst, Capita One, Youth Offending Service and other relevant systems, collate recorded evidence of family needs to support the identification of families for the Supporting Families Programme
2.	To ensure that there is constant adherence across the business rules for the recording and maintenance of information in the Trust's systems.
3.	Compile recorded evidence of interventions from databases to support evidential requirements of significant and sustained progress against the Supporting Families Outcome Plan,and identify those who are now eligible for a payment by results claim, based on the evidence criteria set out in the Supporting Families Outcome Plan.
4.	To undertake planned, regular and robust research across the core reporting systems of the Trust to obtain sufficient information which shows data quality assurance standards are being met such as the Supporting Families Framework requirements and data protection requirements.
5.	To provide reports to the lead Supporting Families Coordinator to support the SF Quality Assurance and internal audit processes using Excel and MS Office and to present the audit findings to internal and external stakeholders in a positive, constructive and logical way that clearly sets out the results obtained and identifies good practice as well as areas where improvements can be achieved

6	To provide expert, supportive and timely advice and guidance to frontline practitioners, supervisors and managers relating to data quality of the Trusts systems promoting best practice in accordance with the business processes (with a main focus on adherence to data requirements for the Supporting Families Program).
7	To act as a source of expert intelligence and knowledge for staff and external agencies, providing advice and support to staff and managers with respect to data quality and use of the systems for the SF program
8.	To undertake other tasks as appropriate to contribute to the effective information management and quality assurance processes for the Supporting Families Programme to improve income generation
9.	To demonstrate awareness/understanding of equal opportunities and other people's behavioural, physical, social and welfare needs.

Safeguarding commitment *(Include for roles involving work with children/vulnerable adults)* We are committed to safeguarding and promoting the welfare of children and young people/vulnerable adults. We require you to understand and demonstrate this commitment.

Person Specification

Qualifications, knowledge, skills and experience

Minimum level of qualifications required for this job

Qualifications Required	Subject	Essential/ Desirable
Educated to A level standard, or proven experience in an equivalent role		**Essential**
GCSE	Maths and English Grade C or above	**Essential**

Minimum levels of knowledge, skills and experience required for this job

Identify	Describe	Essential/ Desirable
Knowledge		
Local Government	A knowledge of working within a local government setting and working across key stakeholders	**Desirable**
Children's Services	Experience of working within Children's Service environment	**Desirable**
Data Protection and Information Sharing	Knowledge and understanding of data protection and information management regulations due to the postholder's need to access to sensitive information regarding families	**Essential**

Supporting Families	Knowledge and understanding of the national Supporting Families Programme	**Desirable**
Experience	Give an idea of the type and level of experience required **do not** specify years of experience.	
Numeracy and literacy	Excellent numeracy and analytical skills with attention to detail	**Essential**
IT	Advanced ICT skills eg. Excel, to support and develop work alongside excellent self organisation and co-ordination	**Essential**
	Experience using large case management systems	**Desirable**
Communication	Experience of establishing effective communication through different channels	**Essential**
	Must have good written communication skills to present information clearly	
	Experience of summarising complex information effectively	
	Experience of presenting information effectively both verbally and in writing	
	Ability to assist in providing informal and formal training	
	Ability to work to strict deadlines and cope well under pressure.	
	Accuracy and attention to detail.	
Data Collation and Analysis	Use of Excel and MS Office tools to record complex information to support analysis Use of advanced Excel functions including formulae and v-lookups to analyse information from large datasets Proven experience of complex data collation and analysis to support decision-making	**Essential**
Relationship building	Experience of building good working relationships with people at a range of levels, both internal and external to the organisation	**Essential**

Disclosure level

What disclosure level is required for this post?	None	Standard

Work type

What work type does this role fit into? (tick one box that reflects the main work type, the default workers type is flexible)	Fixed	Flexible x	Field	Home