Data and Impact Officer |Restore

Department:	Service Delivery and Development	Reports to:	Director of Service Delivery and Development
Employment term	Part Time 21 hours p/wk Days TBC	Salary:	Starting salary £24,794 per annum, £14,876 pro rata
Position based in	Manzil Way Oxford, Oxfordshire, UK	Benefits	Employee Assistance Programme, Pensions, 33 days holiday inclusive of bank holidays (pro rata), 4 weeks optional unpaid sabbatical after five year's service and more.

Purpose of the role

This post is central to the successful monitoring and evaluation of Restore's recovery services, coaching, and the Oxfordshire Recovery College, strengthening evidence based learning, performance, and overall accountability towards people in Oxfordshire affected by serious and enduring mental illness.

Effective data capture, monitoring and evaluation is essential to demonstrating Restore's impact, and identifying areas for development and improvement. We're looking for a passionate Data and Impact Officer who can work autonomously, supporting and strengthening our information management systems and processes for data quality.

Key responsibilities

Service and project reporting

- Produce periodic (monthly, quarterly and ad hoc) reporting (qualitative and quantitative) for relevant stakeholders including Service Managers and the Director of Service Delivery and Development
- Lead on data reporting for our main NHS contract (collation) including working closely with subcontracted services, Root and Branch and Bridewell Organic Gardens to ensure collation of data across those services
- Analyse data for themes and trends to inform Restore of any gaps in provision, highlighting effective practice across services, areas for improvement, and supporting the delivery of annual service reviews
- Utilising data and visualisations to generate insights and influence strategies that enhance outcomes for people affected by serious and enduring mental illness
- Create dashboards and reports to empower Service Managers, Recovery Coordinators and others to extract their own information
- Provide data and reports to our Head of Income and Engagement and Senior Fundraising and Communications Officer to demonstrate our impact and reach to prospective funders and organisational supporters

- Provide reporting on internal KPIs for reporting to Board (Restore Trustees)

Managing and monitoring Restore databases

- Ensure the accurate, timely and secure capture and retention of monitoring data for the production of internal and external reports for relevant stakeholders
- Ensuring the good health of our databases i.e. picking up on missing data, quality issues, conducting regular audits
- Ensure adherence to GDPR i.e. data is deleted after retention periods, ensuring staff who leave Restore are removed from the database
- Provide training to all new staff at Restore and refresher training to existing staff, ensuring changes and improvements to data management processes are communicated effectively across the organisation
- Ensure the monitoring database is fit for purpose, intuitive and user friendly
- Support Executive team members to ensure all staff are aware of their data capturing responsibilities
- Support a small internal network of Restore database *'champions' (*staff who receive additional training to support their colleagues with data entry) so they are sufficiently equipped to support colleagues across the organisation with database queries
- Manage sensitive and confidential data in line with GDPR
- Contribute towards continuous improvement of technical quality, processes and outputs, tools and approaches

Team working and collaboration

- Establish positive and productive working relationships with staff teams across Restore, working in close collaboration with the Restore Referrals Lead, recovery services and coaching teams
- Be a key link for members of the Oxfordshire Mental Health Partnership (OMHP)
- Support Service Managers to ensure front-line staff are completing data input accurately and in a timely manner
- Liaise with the database provider (external) to resolve database issues and queries in a timely fashion

Projects

- Produce and support various thematic research, reviews, case studies and learning according to Restore's strategic priorities
- Support the design and implementation of any future impact assessment tools
- Support the Head of Income and Engagement and Senior Communications Officer with data collation for the purpose of producing our annual review and funder reporting

- Support the Director of Service Delivery and Development in the design and delivery of the annual Restore member (service user) survey

- Support the Head of Finance and Administration in the design and delivery of the bi-annual all staff survey

- Support the Head of Oxfordshire Recovery College (hosted by Restore) to identify areas for development and improvement in data collection / management including best practice

Line Management

- To support and monitor data input by volunteers including conducting supervision and managing performance issues when necessary

- Support training needs analysis to ensure cross organisational competence in data management

Other Responsibilities

- Work within the policies and procedures of Restore

- Participate in staff, team and external meetings where appropriate

- Participate in regular supervision with your line manager

- Attend training courses and read materials that will contribute to personal and organisational development

- Liaise with other staff and outside agencies as appropriate

- Assist with the smooth running of the office, supporting and liaising with Support Services and Operations teams

- Visit other Restore service sites as and when required in line with the remit of this role

- Work alongside and collaborate with other teams to support the effective and efficient running of Restore

- Undertake any other duties as may be required by Restore in line with the remit of this post

Health and Safety

- Meet the requirements of all Health and Safety legislation and to be aware of potential hazards and safety procedures

- Ensure Restore meets General Data Protection Regulations requirements regarding service user information

Person Specification

Essential

Experience

- Excellent IT Skills, including MS suite, particularly Excel

- Previous experience working with databases and data inputting

- Knowledge of importing and exporting data

- A working understanding of GDPR

- Data visualisation, analysis and reporting, including presenting data in a variety of formats

- Excellent administrative skills, particularly in organisation, planning and prioritisation

- Ability to manage a diverse workload and multiple priorities

- Excellent communication skills both written and verbal

- Ability to work autonomously within a multidisciplinary team

Education

- GCSE or equivalent in Maths and English 9 to 4 (A to C) or equivalent

Desirable

- Experience of working in a mental health setting

- Knowledge and understanding of mental health issues

- Experience working with and creating dashboards and infographics _

Supplementary Information:

- This post is subject to a DBS Check.
  A criminal record is not necessarily a bar to employment.

- This job description is likely to change over time, subject to discussion with the post holder, and in line with the expectation of funders and the strategy for the organisation agreed by the Chief Executive and Trustees.

Attitude and behaviours

Recovery

You understand mental health recovery as a journey defined by the individual, which focuses on achieving personal control and purposefulness through a process of pursuing aspirations and reclaiming a fulfilling role in their community and wider society.

Empowerment

You empower staff by consulting, listening, and taking action.
You take a person centred approach to line management, valuing and responding to different life experiences, knowledge, and working styles.
You are committed to enabling and empowering people in their mental health recovery journey to manage their own mental health and wellbeing, supporting them to realise their potential.

Support

You prioritise supervision, learning and development and coproduce objectives with each member of your team.
You are responsive when things go less well and are solution focussed.
You take a restorative approach to tackling problems.
You understand the value and importance of continuous professional development.

Hope

You have a positive attitude and motivate your team through your commitment to Restore's mission, enabling them to understand the valuable part they play in achieving our overarching aims.

Respect

You understand the challenges faced by those of us experiencing a mental health problem and are committed to challenging the stigma and discrimination that persists about mental health.

About Restore

Restore works in Oxfordshire with people who have severe and enduring mental health problems.

We are one of the longest-established, and most highly-regarded community rehabilitation services in the UK.

Founded in 1977, we are part of an award winning partnership of local mental health organisations (Oxfordshire Mental Health Partnership) with a commitment to helping people to recover, stay well and participate in the life of our communities.

We know that everyone has talents and abilities and believe that people with mental health problems have the right to work, the right to the support they need to gain employment and lead fulfilling lives.

We also believe that the stigma associated with mental health problems damages the whole community and in all we do, we work to challenge this discrimination.

Restore provides **Recovery Services** and **Coaching** and is also host to the **Oxfordshire Recovery College**. Restore service environments provide a continuum of therapeutic care in a setting which allows the time, space and community to develop a sense of purpose and achieve stability.

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Recovery services

Restore runs six recovery services in Oxfordshire (four in Oxford, one in Didcot, and one in Banbury), plus two sub-contracted sites (in West and South Oxfordshire).

Recovery groups provide members (service users) with the opportunity to work on their journey of recovery together through therapeutic activity such as gardening, woodwork, catering or art and craft based activities. At our Garden Cafe and Littlemore recovery groups, members participate in the running of an ethical cafe, learning skills in food hygiene, customer service, team working, and prioritising.

The positive outcomes of engagement in 'meaningful activities' includes improved medication compliance, lessened symptoms, and a reduction in relapse.

Every Restore member is supported by a key worker who helps them identify, monitor and realise their recovery goals.

Restore coaching

Restore coaches work both with an independent caseload of coaching referrals, and are embedded across our recovery services. Restore's coaching activities focus on supporting people to achieve paid work, start volunteering or return to education. Some coaches work within hospital or community settings.

Oxfordshire Recovery College (ORC)

Restore hosts the Oxfordshire Recovery College (ORC), which delivers courses direct to members of the public. The College follows an educational approach to recovery and co-production is embedded into the design and delivery of all ORC courses. Every course delivered engages experts by experience (EbE) tutors and tutors who are experts by training / profession, enabling us to draw on both professional expertise and lived experience in every course we deliver.

Training

Restore also offers **Mental Health First Aid** training and **Working With Mental Health** courses**,** the former aimed at both individuals and organisations and the latter specifically at the corporate sector.

Find out more at www.restore.org.uk