**Berkshire Women’s aid**

**Job Description**

**Job Title:** Helpline & Information Systems Administrator

**Job Purpose:** To provide high quality helpline support to all callers to BWA, including to victims of domestic abuse and violence. To act as administrator for Modus client Management systems and producing reports as required.

**Accountable/reporting to:** Refuge Manager

**Responsibilities:**

* To monitor the telephone system and ensure that helpline calls are answered and processed in a timely fashion.
* To log all calls and ensure all calls are recorded accurately and completely.
* To carry out risk assessment in line with CAADA standards and to relevant refuge/outreach worker or duty team.
* To daily check emails from Forestcare and action appropriately.
* To prepare and issue reports using Modus on number of calls; refuge residents; outreach etc.
* To administer and maintain Modus client management system.
* Maintain clear and accurate records of work practice within established record keeping and confidentiality policies.
* To ensure that the helpline is diverted to Forestcare at 5pm each day.
* Updating national website with refuge space availability
* To carry out typing, filing and other administrative tasks necessary
* To participate in training and team meetings.
* To carry out any other duties as requested from time to time.