

Respect - Quantitative & Qualitative data analysis trends of Respect's helplines for perpetrators and male victims of domestic abuse.

PROJECT OVERVIEW

Quantitative and qualitative analysis of the case records for helpline calls, emails and webchats recorded within the Salesforce database for Respect Phoneline and Men's Advice Line. The evaluation report will highlight patterns, changes and performance of the service with recommendations that will feed into the design and development of the service overall.

PRACTICAL ARRANGEMENTS



Organisation and Team

Helplines



Working Arrangement

Fully remote



Selection Method

Interviews will be held online
(Microsoft Teams)

PRACTICAL REQUIREMENTS

- Access to a computer or laptop with the latest or most up to date Windows package.
- Strong internet connection.
- Confident to lone work from home with support virtually and via phone.

SUPPORT AND TRAINING

- Induction and training to the organisation and team;
 - Understanding the remit of Respect's helpline service, audience and the specialist support offered to users;
 - Induction support to navigate and extract data from the telephony service and Salesforce CRM;
 - Initial weekly check-ins and line management support thereafter.
-

APPLICATION CRITERIA

ESSENTIAL

- Excellent analytical skills.
- Good writing skills.
- Understanding of the strengths and limitations of quantitative data.
- Ability to formulate different narratives based on the data analysis and identify the most realistic one.
- Willingness to work collaboratively with practitioners.
- A self-starter who can organise and manage their own workload.
- An understanding of domestic abuse and its impact on both survivors/victims and perpetrators.

DESIRABLE

- Experience with SPSS and how to transfer data from one platform to another. Our current system is Salesforce CRM using a custom-built database we designed that allows Excel to SPSS downloads.
- Knowledge of domestic abuse research terrain; debates on the connection between gender and intimate partner violence, or ability to work with such complexities.