

Careers that make a difference

Position Description



Position Title	Reporting Analyst
Unit / Team	Corporate Services/Quality & Governance Manager
Reports to	Quality & Governance Manager
Award/Agreement	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services) (Multi Employer) Enterprise Agreement 2022 - 2026 and any Fair Work Commission approved replacement agreements.
Classification	Grade 4 Level A to E, depending on qualifications and experience
Salary	Between \$90,837 and \$96,778 (pro-rata) per annum depending on qualifications and experience, plus superannuation.
Hours	Ongoing. Full-time, 80 hours per fortnight with monthly accrued day off (negotiable)
Location	This position is based in both Lakes Entrance and Bairnsdale but may be required to work across sites.

Gippsland Lakes Complete Health is one of rural Victoria's largest community health organisations, employing over 500 staff and 300 volunteers to deliver health and support services across East Gippsland.

Our vision is for our people and communities to live well. We do this by responding to current and emerging needs - delivering innovative services, information and assistance and collaborating with other health providers for greater impact.

Our purpose is to improve the health and wellbeing of the people of East Gippsland by providing health and social care. We provide these services from seven locations and via outreach to nearby and remote communities. Services include medical, allied health, aged and disability support and in-home services, family support and counselling, early education and childcare, and specialist health services.

As a not-for-profit organisation built on strong values since 1975, our people are our greatest asset. We have created a positive and supportive workplace with solid leadership and a communicative approach and offer flexibility, a healthy work-life balance, professional development, and career advancement opportunities.

Equity, diversity, and inclusion are at the core of who we are. We welcome all people irrespective of ethnicity, faith, sexual orientation and gender identity, and have established a safe and inclusive environment for staff and visitors. For more information about us, visit gch.org.au.

Our Values

Our work is informed by our values. We are:

Compassionate <ul style="list-style-type: none">• We are caring and kind to people and the planet• We work respectfully and with integrity• We build trust through listening and understanding.	Inclusive <ul style="list-style-type: none">• We exist to support the health and wellbeing for everyone in our community• We celebrate and value diversity• We are ethical, honest, reliable and fair.	Courageous <ul style="list-style-type: none">• We are progressive and collaborative• We are creative and resourceful• We are not afraid to try new things for the benefit of our community.
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Unit Profile

The Corporate Services team provides administrative and infrastructure support to GLCH and other partner agencies. This includes:

- systems and services
- human resource and payroll management
- customer service
- facilities, fleet and asset management
- projects and communications
- financial management
- information management and technology
- quality and compliance
- risk management and occupational health and safety

Position Summary

The Reporting Analyst sits within the Quality and Compliance team and is responsible for collecting, analysing, and presenting data related to our business operations. The analyst will work closely with stakeholders across the organisation to understand their reporting needs, develop reporting solutions, and provide insights that support decision-making.

You will bring applied experience in extracting and utilising data from a range of different information systems, particularly healthcare client information management software packages and compliance systems.

Key Responsibilities

Working closely with the Quality & Governance Manager and the Database and System Administrator you will:

- Collect, analyse, and interpret data from various sources. Validate the data to ensure accuracy.
- Work closely with stakeholders to understand their reporting needs and provide solutions.
- Develop regular and ad-hoc reports, dashboards, and data visualizations using business intelligence tools.
- Align reports to business objectives and key performance indicators and translate data into useful insights and recommendations for our business teams.
- Update and maintain data structures and data tools. Continually improve reporting processes and tools to enhance efficiency and accuracy.
- Other duties as required.



Other Responsibilities (All Staff)

1. **Our Values:** We require all employees to act in a way that aligns with our values.
2. **Quality and Risk Management:** Actively participate and incorporate continuous quality improvement and sound risk management principles in all aspects of the role.
3. **Professional Development and Education:** Actively participate in relevant professional development and educational activities as required, including regular performance reviews.
4. **Workplace Health and Safety:** Carry out your duties in a manner that does not adversely affect your health and safety and that of others by reporting all incidents and injuries as well as cooperating with any measures introduced in the workplace to improve health and safety.
5. **Diversity:** Recognise, value, and respect the diversity of our clients and staff and be inclusive of all community members. Promote accessibility and disability, Aboriginal reconciliation, and Rainbow Tick Accreditation.
6. **Teamwork:** Work proactively with all team members to support the organisation and its strategic aims.
7. **Compliance:** Adhere to all GLCH policies, procedures, and regulatory and legal requirements.

Position Requirements

Qualifications
<ul style="list-style-type: none">• A qualification in Business or IT and/or relevant demonstrated experience in designing and implementing performance reporting in a complex ICT environment, preferably in a health-related setting.
Essential Experience and Skills
<ul style="list-style-type: none">• Strong knowledge of business intelligence tools (e.g., Power BI, Tableau) and data analysis software (e.g., SQL, Excel).• Excellent analytical and problem-solving skills.
Also required:
<ul style="list-style-type: none">• Excellent written and verbal communication skills.• Well-developed interpersonal skills and the ability to communicate effectively with people from diverse organisations and communities.• Ability to work both independently and cooperatively in a team environment.• Demonstrated organisational skills with the ability to plan, organise, set priorities and meet deadlines.• Attention to detail.• A positive attitude with a customer service focus. Be flexible, adaptable, and resilient.• Sound computer skills (particularly in the Microsoft Office Suite) and a willingness to learn and adapt to technology platforms relevant to the role.• Willingness to adhere to all GLCH policies, procedures, and regulatory and legal requirements.



Mandatory Checks, Certificates and Licenses

Employment in this role is subject to the following:

1. Satisfactory completion of a Police Check and Working with Children Check (GLCH to cover fees).
2. Evidence of current Victorian drivers licence.
3. Evidence of current practising certificate/s
4. Evidence of qualification (where applicable)

Benefits of joining our team:

- Salary packaging benefits are offered to part-time and full-time employees. Packaging options include living expenses up to \$15,900 per year (rent, mortgage, credit card payments), meal entertainment benefits up to \$2,650 yearly, remote area housing, and novated leasing.
- Options to purchase additional annual leave
- Employee Assistance Program (confidential counselling support and advice)
- Flexible working arrangements by negotiation
- Professional development support
- Free gym access (Lakes Entrance site)
- Corporate memberships for the local council-run gyms

Additional Information

1. We are an equal opportunity employer.
2. Aboriginal and Torres Strait Islander people and those who speak languages other than English are encouraged to apply.
3. We are a child safe organisation and are committed to the safety, wellbeing, and inclusion of all children in accordance with the Child Safe Standards.
4. We are committed to aligning our practice, policies, and systems to the Multi-Agency Risk Assessment Management (MARAM) framework and recognising family violence as a health issue.
5. All ongoing part-time and full-time positions are subject to a 6 month probationary period.



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