



Mission Australia

About us:	<p>Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.</p> <p>We've learnt the paths to getting back independence are different for everyone. This informs how we help people, through early learning and youth services, family support and homelessness initiatives, employment and skills development, and affordable housing. Our nationwide team delivers different approaches, alongside our partners and everyday Australians who provide generous support.</p> <p>Together we stand with Australians in need, until they can stand for themselves.</p>
Purpose:	<p>Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.</p> <p><i>"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)</i></p>
Values:	Compassion Integrity Respect Perseverance Celebration Collaboration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Data Analyst – Local Area Coordination
Division:	Service Delivery
Reports to:	Regional Leader
Position Purpose:	<p>The Data Analyst performs data analytics to meet reporting and contractual requirements for Local Area Coordination services, generating insights that contribute to the delivery of a range of activities focused on improving service delivery, client outcomes and contractual compliance.</p> <p>Working closely with end users of data in Service Delivery and the business, as well as the Impact & Analytics team as required, the Data Analyst provides accurate, relevant, integrated and actionable reporting and insights.</p> <p>The work the Data Analyst engages in, contributes to informed business decision-making and planning, supporting the broader organisation to achieve its strategic priorities, as well as delivering on regular reporting requirements to meet compliance.</p>

Position Requirements:

Key Result Area 1	Data Analysis and Project Management
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> Provide data analysis and generate relevant insights for a wide range of business requests, integrating data from 	<ul style="list-style-type: none"> Analysis, insights and reporting are accurate, relevant, actionable, easy to



<p>various internal and external sources as required.</p> <ul style="list-style-type: none"> • Working closely with Regional Leader to provide regular reports per required reporting requirements (both internal and external) to ensure contractual requirements maintained. • Collating and generating quantitative and qualitative data to demonstrate efficacy of service delivery. • Review data reporting mechanisms to improve efficiency in data collection. • Implementation of projects or initiatives designed to identify and report on service delivery performance, through the effective measurement and reporting of key performance indicators (KPIs), business and client outcomes. • Follow standard Quality Assurance processes, and develop additional Quality Assurance processes where required. 	<p>understand, with Regional Leader regularly updated.</p> <ul style="list-style-type: none"> • Projects are managed and delivered on time, to quality standards and meet business requirements. • Reporting schedule is adhered to, and reports are of high quality. • New opportunities for improving service delivery performance or business outcomes are identified and staff are supported in understanding how these opportunities might apply to their service/business. • Quality Assurance processes are documented and adhered to, resulting in improved data quality, accuracy and reliability.
<p>Key Result Area 2</p>	<p>Communication & Relationships</p>
<p>Key tasks</p>	<p>Position holder is successful when</p>
<ul style="list-style-type: none"> • Develop and maintain strong, collaborative relationships with key internal stakeholders, including leadership and state administration to ensure ongoing relevancy of data, reporting and insights. • Manage stakeholder expectations, resulting in high level stakeholder satisfaction and engagement. • Communicate effectively with non-technical users about data and analysis. • Develop and maintain close relationships with internal managers and teams, fostering an environment of collaboration, innovation and sharing of good practice. • Engage with external stakeholders, such as the NDIA, as required, maintaining a collaborative relationship. 	<ul style="list-style-type: none"> • Key internal (including national and state management) and external stakeholders report high levels of engagement and satisfaction with the work and relationship they have with the Data Analyst. • Relevant analysis and project outcomes are communicated to appropriate staff in a manner and format that is relevant, actionable, timely and easy to understand. • Data Analyst meets regularly with Regional Leader to discuss data analysis, reporting and project outcomes. • Data Analyst works with state and national management and staff on data and reporting requirements. • The Data Analyst’s work is informed by LAC business needs and builds on the work of other MA business units as appropriate. • Documents are available that effectively convey key data analysis elements such as definitions, business rules and report interpretation.

Key Result Area 3	Continuous improvement
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Support the identification and development of analysis and reporting opportunities that lead to the continual improvement of existing business systems and processes, contributing to improved service delivery performance. • Identify opportunities to improve access to data and analytics capability across the business, including the development of resources, tools and training to improve staff data capability and capacity. • Keep up to date on new research (including ABS data), sector updates and sector innovation to more effectively apply insights to data. • Resource library including ABS data is effectively maintained and drawn upon to inform CQI processes/ applications. 	<ul style="list-style-type: none"> • Data analysis methods and their application to business are regularly reviewed and ongoing reflective practice is in place to support continuous improvement opportunities. • Resources, tools and training developed lead to improved data skills and knowledge among staff. • Data insights are reviewed regularly to identify areas for service delivery improvement and communicated regularly to the business, including through reports.
Key Result Area 4	Cross Functional team participation
Key tasks	Position holder is successful when
<ul style="list-style-type: none"> • Participate in relevant cross-functional teams, relating to particular service streams, programs or individual services, and identifying areas for improvement. • Undertake improvement initiatives in collaboration with SMEs and operational managers across different business units/ programs/ sites as appropriate. • Apply your skills, knowledge and experience within the cross-functional team to enable creative thinking and problem solving in a collaborative multi-disciplinary manner. 	<ul style="list-style-type: none"> • There is a demonstrated contribution to the achievement of client and business outcomes through specific improvement initiatives initiated by cross-functional teams. • The improvement initiatives are implemented through cross-functional teamwork, leveraging existing capability within Practice Leadership, service delivery teams, and in consultation with other contributors across Mission Australia.

Work Health and Safety

Everyone is responsible for safety and must maintain:

- A safe working environment for themselves and others in the workplace
- Ensure required workplace health and safety actions are completed as required
- Participate in learning and development programs about workplace health and safety
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries

Purpose and Values

- Actively support Mission Australia's purpose and values;
- Positively and constructively represent our organisation to external contacts at all opportunities;
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times;
- Operate in line with Mission Australia policies and practices (EG: financial, HR, etc.);
- To help ensure the health, safety and welfare of self and others working in the business;
- Follow reasonable directions given by the company in relation to Work Health and Safety.
- Follow procedures to assist Mission Australia in reducing illness and injury including early reporting of incidents/illness and injuries
- Promote and work within Mission Australia's client service delivery principles, ethics, policies and practice standards
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

Qualification, knowledge, skills and experience required to do the role

- 5 years' experience in working with data in analytics, research or reporting.
- Human services or not-for-profit sector experience.
- Understanding of the National Disability Insurance Scheme is extremely desirable.
- Proven ability to synthesise and analyse complex information from a range of sources and subject matter.
- Experience in using data and analytics capability to generate insights to inform decision making and deliver project outcomes.
- Proven ability to communicate complex information, in a simple yet compelling way, both in writing and orally, across a wide audience.
- Proven ability to undertake report writing activities that utilise qualitative and quantitative data to evidence outcomes/ performance.
- Solid knowledge of and experience in data analysis and generating advanced Excel/PowerPoint reports. Experience in the use of data visualisation tools (such as Power BI) desirable.
- Proven ability to build strong, respectful relationships and to collaborate effectively to achieve business outcomes.

Key challenges of the role

- Managing ambiguity and complexity in data, information, systems and processes to deliver relevant, accurate and timely analysis of MA's service delivery performance.
- Delivering a range of data analysis and support services, given tight deadlines, limited resources and the need to manage competing priorities.



Compliance checks required

- National Police Check
- Working with Vulnerable People Check
- Drivers Licence
- Other (prescribe) _____

Approval

Manager name Jurek Stopczynski

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