Mission Australia

About us:	Mission Australia is a non-denominational Christian organisation that has been helping people re gain their independence for over 155 years.
	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.
	Together we stand with Australians in need, until they can stand for themselves.
Purpose:	Inspired by Jesus Christ, Mission Australia exists to meet human need and to spread the knowledge of the love of God.
	"Dear children, let us not love with words or speech but with actions and in truth." (1 John 3:18)
Values:	Compassion Integrity Respect Perseverance Celebration
Goal:	To reduce homelessness and strengthen communities.

Position Details:

Position Title:	Services Operations Officer
Division:	Community Services
Reports to:	Analytics & Reporting Manager
Position Purpose:	The Services Operations Officer performs support activities related to the core operational systems and applications used by Service Delivery staff across Mission Australia. The Services Operations Officer will work closely with frontline Service Delivery staff to ensure client data collection, use and reporting is accurate and efficient, and aligned with relevant Funder requirements, contractual obligations and internal business processes. Where appropriate, the Services Operations Officer will also use this data for analysis to identify opportunities to improve service delivery processes and ultimately, client outcomes. The Services Operations Officer also supports Service Delivery staff with training, troubleshooting and the provision of relevant resources and materials to build staff capability and confidence in system use.

Position Requirements (What are the key activities for the role?)

Key Result Area 1	Efficient Systems Support
Key tasks	**Position holder is successful when**
• Support service delivery staff to record and extract Funder data reporting requirements, including accurate mapping of funder requirements to MA systems, efficient loading of data to funder portals, and remediation of upload errors if required. • Analyse program, service and support	• Service delivery staff use their systems more efficiently and effectively to record client data, extract data and report against funder requirements. Service delivery staff experience fewer system issues that require escalation. • Data collection errors are reduced and

request data to identify opportunities to improve service delivery and client outcomes, and inform appropriate system enhancements, process improvements and training needs.

- Develop and maintain resources (training tools, eLearning modules, guidance materials, FAQs etc) to support improved systems use and data quality.
- Delivery of training to front line Service Delivery staff to improve system proficiency and data quality.
- Respond to service delivery support requests, including the extraction and reporting of client information and assisting with system set-up.
- Complete data validation and participate in testing of systems and reporting processes as required.
- Follow standard QA processes, and develop additional QA processes where required.

there is increased accuracy of funder reports.

- Newly established services have appropriate systems and processes, including the ability to collect client information and report on contractual requirements and service delivery KPI's.
- Service delivery staff have access to targeted training and are equipped with the system knowledge required to do their work effectively and efficiently.
- Business requirement documents are thorough and reflect business needs.
- Requests for service support are completed on time, are accurate and reflect business requirements.
- QA processes are documented and adhered to, resulting in improved data quality, accuracy and reliability.

Key Result Area 2	Communication and Relationships
Key tasks	**Position holder is successful when**
- Develop and maintain strong, collaborative relationships with key stakeholders such as Service Delivery frontline management and staff, and IT, to ensure ongoing efficient and effective use of core operational systems. - Engage with key stakeholders and coordinate working groups, training sessions, resource development and other activities to engage service delivery staff and encourage discussion and exchange of ideas about better system use and/or improved processes. - Effective communication with, and training of, non-technical system users, to increase system proficiency and build capacity, and reducing the dependency on the System Support team. - Develop and maintain close relationships with managers and teams of enabling business units, fostering an environment of collaboration, innovation and sharing of good practice. - Effective communication with system users on system changes / upgrades.	- Key internal stakeholders report high levels of engagement and satisfaction with both the work completed, and the working relationship they have with the Systems Support Officer. - Relevant system training materials and supporting resources are provided to appropriate staff in a manner and format that is relevant, timely and easy to understand. - System guidance material is kept up to date and service delivery staff are kept apprised of system updates. - Service Delivery staff demonstrate improved proficiency in system use across all core internal systems and a reduced reliance on System Support staff. - Service Delivery staff report system training provided by the Services Operations Officer is appropriate, beneficial, professionally presented and provided as and when required. - The Systems Support Officer's work is informed by and builds on the work of Practice Leaderships and other MA business units as appropriate.

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Key Result Area 3	Continuous Improvement
Key tasks	**Position holder is successful when**
- Actively contribute to the continual improvement of existing business systems and processes. - Identify existing services where system set-up requires review, (triggered by changes to contract, and/or data reporting requirements, and/or gaps in data collection, and/or similar) and work with these services to ensure their system set-up is aligned with their contractual and reporting requirements. - Keep up to date with new technologies particularly in relation to client data management systems to identify opportunities for system improvements.	- The time required to complete regular tasks has been decreased. - Work activities which can be automated or semi-automated, are. - Systems for existing Programs/Services are up-to- date and appropriately capture and report on client data to meet contractual and KPI reporting requirements.
Key Result Area 4	**Cross Functional team participation**
Key tasks	**Position holder is successful when**
- Participate in relevant cross-functional teams, as they relate to particular service streams, programs or individual services, and actively identify 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.	- There is a demonstrated contribution to client and business outcomes through specific improvements initiated by cross-functional teams in which the Services Operations Officer participates. - The improvement initiatives are implemented through collaboration within cross-functional teams, leveraging existing capability within Practice Leadership 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.);

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- 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; and
- Actively support Mission Australia's Reconciliation Action Plan.

Recruitment information

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

- 3-5 years' experience in community services, community development, or client service-based organisation. Human services or not-for-profit sector desirable.
- Tertiary qualifications in Communication, IT Systems, Information Management, Human Services or similar.
- Experience with client information management systems to extract, analyse and report on business performance.
- Experience in the development and delivery of training to front line service delivery staff.
- Solid knowledge of and experience in project management methodology.
- Proven ability to build strong, respectful relationships and to collaborate effectively to achieve business outcomes.
- Proven ability to synthesise and analyse information from a range of sources and systems.
- Proven ability to document and communicate information, in a simple yet compelling way, both in writing and orally, with Service Delivery/ Frontline / Customer Facing staff.

Key challenges of the role

- Using a range of tools and techniques to communicate funder requirements for data collection and reporting to frontline staff and stakeholders given the complexity of Service Delivery, Funder requirements, Systems used and business needs.
- Delivering a range of support services, given tight deadlines, limited resources and the need to manage competing priorities.

Compliance checks required

Working with Children	☒
National Police Check	☒
Vulnerable People Check	☐
Drivers Licence	☒
Other (prescribe)	☐ _____

Approval

Manager name	Rachel Christie	**Approval date**	June 2020

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