

POSITION DESCRIPTION – TEAM MEMBER

Position Title	Reporting and Evaluation Lead – FV Pilot	Department	Migration Support Programs
Location	North Melbourne	Direct/Indirect Reports	Nil
Reports to	Program Lead	Date Revised	Apr 2021
Industrial Instrument	Social Home Care and Disability Services Award		
Job Grade	Job Grade 4	Job Evaluation No:	HRC0017993

■ Position Summary

Red Cross welcomes the federal government’s \$10 million investment in dedicated support for people on temporary visas who are experiencing domestic and family violence. This includes Red Cross providing financial assistance to this group, as an extension of the current nationwide emergency relief program. Under the year-long pilot, working alongside family and domestic violence agencies, Red Cross will provide up to \$3000 in financial assistance to those eligible, to help cover expenses such as accommodation, food, and medical care. The pilot will also support referrals and, where specialist agencies are unable to help, provide short-term casework support.

The Reporting and Evaluation Lead will be responsible for conducting data analysis, producing reporting in diverse formats to inform strategic and operational leadership, and evaluating program progress and outcomes to meet contractual obligations. The position will prepare analysis and insights into the program data for the purpose of influencing the policy environment impacting temporary visa holders and contribute to the development of the evidence base of the program.

■ Position Responsibilities

Key Responsibilities

- Oversight of all data and reporting requirements as required by the Program
- Develop work plans for developing/changing database requirements, and coordinate activities with IT and Operations on database activities crucial for supporting the data gathering needs of the team
- Prepare weekly reports in regards to Program activity and outcomes including the number of clients, status of clients and payment reports
- Co-design reporting format and style guide to present information in a range of visually interesting and succinct formats to influence stakeholders.
- Design and develop evaluation and reporting tools and templates to ensure the program is accountable and meeting contractual requirements
- Analyse internal datasets, trends and key issues
- Prepare and maintain accurate, succinct and compelling reports in various visual formats on trends, emerging issues and making appropriate recommendations for future action, in accordance with requirements
- Establish new or modified reporting methods and procedures to improve report content and completeness of information

- Ensure that data is accurate, valid and up to date
- Coach and support the development of internal capacity to collect clean data, analyse and apply findings
- Actively contribute to a positive work environment culture.

■ Position Selection Criteria

Technical Competencies

- Highly developed written and verbal communication skills, including the ability to write, edit, analyse information and effectively collaborate on reporting.
- Highly developed ability to source information, analyse and synthesise complex data and provide succinct, compelling and evidence informed draft reports.
- Experience in a data, reporting and/or evaluation position within a complex work environment
- A strong understanding of data collection and reporting processes and techniques and how they interface with IT systems
- Demonstrated cultural competence and the ability to work with people from diverse backgrounds
- Highly skilled in data analysis, cleansing and validation.
- Excellent MS Excel skills/Database expertise
- Demonstrable experience of developing processes and procedures
- Demonstrable experience of reporting and analysis systems and tools
- Developed verbal and written communication and interpersonal skills including negotiation, mediation, conflict resolution, report writing skills
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders
- Ability to work effectively with internal and external stakeholders using relationship management and influencing skills
- Proven record of reaching timely targets and outcomes
- Understanding of financial systems and reports
- Proven capacity to be adaptive and resilient and to work independently in a self-directed manner, and also as a member of a team
- Proven ability to work across multiple functions and collaborate effectively with a diverse range of internal and external stakeholders.

Qualifications/Licenses

- Desirable qualification in Information and Data Visualisation
- Desirable relevant tertiary qualifications or significant experience in social sciences, legal or human services.

Behavioral Capabilities

Personal effectiveness | Achieve results | Demonstrated ability to manage work and achieve the results committed to. Ability to evaluate progress and make adjustments needed to achieve goals. Accept responsibility for mistakes and learn from them.

Personal effectiveness | Solving problems | Demonstrated ability to identify situations or issues, consider options and develop solutions. Ability to communicate any problems, implement solutions and monitor appropriate actions.

Personal effectiveness | Being culturally competent | Demonstrated understanding and appreciation of cultural differences and diversity in the workplace. Always displaying respect and courtesy to others and acknowledges cultural heritages and varying perspectives of team members.

Organisational effectiveness | Innovating and improving | Demonstrated ability to identify and raise issues regarding ineffective work processes and take initiative to make improvements.

Organisational effectiveness | Managing risk | Demonstrated ability to work within guidelines, policies and procedures. Awareness of risks involved in an individual's role and works toward minimising their impact.

■ General Conditions

All Red Cross staff and volunteers are required to:

- Adhere to the 7 fundamental principles of Red Cross:
Humanity | Impartiality | Neutrality | Independence | Voluntary Service | Unity | Universality
- Act at all times in accordance with the Australian Red Cross Ethical Framework and Child Protection Code of Conduct
- Demonstrate skill, knowledge and behaviour to work with Aboriginal and Torres Strait Islander people in a culturally respectful way
- Comply with the Work Health and Safety management system
- Undertake a police check prior to commencement and every 5 years thereafter. Police check renewals may be required earlier than 5 years in order to comply with specific contractual or legislative requirements
- Support a child safe organisation by undertaking screening for suitability to work with children, youth and vulnerable people and to comply with relevant state/territory legislative requirements
- Assist the organisation on occasion, in times of national, state or local emergencies or major disasters.