**Manager analytics and performance**

**At Anglicare Victoria our focus is on transforming the futures of children, young people, families and adults.** Our work is based on three guiding pillars: Prevent, Protect and Empower. We offer a comprehensive network of services and seek to ensure the provision of high quality services that will bring about significant improvements in the lives of our clients.

We strive to create an environment where employees feel valued and rewarded.

By living the Anglicare Victoria values and actively fostering fairness, equality, diversity and inclusion, our people make Anglicare Victoria a truly great place to work.

**So come and join us at Anglicare Victoria where there is a rewarding career ready for you** in a dedicated, professional team where respecting each other; leading with purpose; working together; and creating a positive difference are valued, and learning and creativity are encouraged.

**Position details**

|  |  |
| --- | --- |
| **Position** | Manager, Analytic and Performance |
| **Program** | Quality and Outcomes |
| **Classification** | Attractive salary package will be negotiated with applicant |
| **Hours** | Full Time |
| **Hours per week** | 38  |
| **Duration** | Ongoing  |
| **Fixed term end date** | n/a |
| **Location** | Collingwood – travel required across Melbourne and regional areas  |
| **Reporting****Relationship** | This position reports directly to the Manager Data Research and Analytics |
| **Effective date** | December 2020 |

**The Position**

The Manager will be responsible for, supporting AV to articulate, collect, analyze and report on outcomes and the impact that services are having on the lives of children, young people and families who receive AV’s services. The role will support the design and delivery of evaluation projects and data analytics reports through a thorough investigation of all data collections held by AV. This function will drive continuous improvement in relation to systems and processes around data collection, integrity governance and use. It will also drive service improvement and efficiency through strong data reporting on performance and impact

This leadership role will build on the existing good work of AV, actively monitor and review the data to establish the effectiveness of programs and activities to ensure that they meet the ongoing needs of the various stakeholders and clients with whom we work. The position will provide leadership and management of data and reporting to ensure that Anglicare Victoria increases the use of data to inform decision making in relation to:

* Demonstration of the impact of AV services for the clients we serve.
* Improving or expanding service delivery and innovation
* Continuous improvement across all functions of AV
* The development and efficacy of evidence based models
* Identification and management of risks to clients, staff and service delivery

**Position Objectives**

|  |  |
| --- | --- |
| 1.
 | Support the development of outcomes measures as determined through the AV “Supporting Better Outcomes” priority project to improve organisational capability so that our people, our systems and our processes support the delivery of better client outcomes. The primary objective will be the delivery of Mission Impact outcome measures and further outcomes measures as frameworks are developed across AV services |
|  | Development of strategic data reports to AV’s Executive Group that provide data insights into essential areas of AV including, client services, workforce, incident management, Occupational Health & Safety, risk management. |
|  | Develop strategies to improve data integrity, collection, governance and continuous improvement in collaboration with information systems developers to facilitate data collection, extraction and reporting. |
|  | Continuously source data from internal collections to provide data insights to meet the increasing need to build evidence based models and demonstrate AVs impact on the key strategic directions – Grow, Sustain, Excel and Transform  |
|  | Establish and maintain collaborative partnerships with all key areas in AV ensuring a high degree of credibility in the delivery of internal products and integration to create efficiency and reliable, user friendly data sets. |

**Key responsibilities**

The key responsibilities are as follows but are not limited to:

|  |  |
| --- | --- |
|  | Develop outcomes monitoring frameworks for services across AV based on program logics and the theory of change for AV and ensuring efficient collection that does not increase the administrative burden for staff. |
|  | Work collaborative with information system developers (eg ECMS) using co-creation and co-design methods to ensure data systems work in practice and yield meaningful outcomes data for staff, senior management, the Executive Group, the AV Board and stakeholders including clients and funders |
|  | Oversee development and implementation and collation tools, processes and procedures that facilitate the efficient and streamlined collection of high-quality data |
|  | Communicate outcomes and data insights to the AV Executive and AV Board, senior management, staff and clients in tailored user friendly tools such as dashboard, presentations and digestible reports or info graphics to inform service innovation, program performance against objectives and AVs strategic directions. |
|  | Respond to requests for evaluative projects and data analysis, collaborating with external sector or research partners where appropriate including the efficient performance of AVREC |
|  | Coordinate data collection/ auditing projects related to outcomes including staff and client feedback. |
|  | Provide support to tender/grant processes to ensure AVs data demonstrates strong evidence of AVs performance, outcomes, and continuous improvement approach and data centric culture. |

**Key Selection Criteria**

Applicants are required to provide a written response to ***both*** a) and b).

1. **Role specific requirements**

Applicants are required to provide a written response to the role specific requirements

|  |  |
| --- | --- |
| C:\Users\David.Sandison\AppData\Local\Microsoft\Windows\Temporary Internet Files\Content.Outlook\GIF9U7N8\RoleSpecific_icon.jpg | 1. Tertiary qualifications, preferably in social work, social sciences public policy or research with substantial experience in research and data analytics. Qualifications in statistics and program evaluation highly desirable.
 |
| 1. A comprehensive understanding and experience in research, data analytics and evaluation.
 |
| 1. Experience in establishing and managing relationships across an organisation such as AV including senior executives/management through to front line staff including demonstrated experience in co-design for complex projects.
 |
| 1. Well-developed communication skills and demonstrated ability to establish and build rapport with a range of people from diverse backgrounds and capacity to promote organizational activities through public speaking and promotional materials
 |
| 1. Demonstrated knowledge and experience in project management to ensure projects are well planned, appropriate consultation is achieved, deliverables are on time and of a high quality and meet the objectives of AV.
 |
|  | 1. Demonstrated highly developed written skills including the capacity to address the needs of various audiences and to create user friendly and meaningful reports based on the assessment of the priorities and needs of the stakeholders.
 |
|  | 1. Experience in management of or knowledge of service provision either child welfare, social services, mental health, etc.
 |
|  | 1. Advanced data analytics technical skills and management of data-focussed teams and projects - capacity to extract, manipulate and present data in innovative, attractive and user friendly methods that is quickly digestible to AV.
 |

**Key Selection Criteria (continued)**

1. **Anglicare Victoria Capability Framework**

The Anglicare Victoria Capability Framework describes the capabilities required to meet the expectations of clients, colleagues and communities in today’s changing environment.

These capabilities work together to provide an understanding of the knowledge, skills and abilities required of all employees.



**Occupational Health & Safety (OHS)**

Anglicare Victoria is committed to ensuring the health and safety of its employees and any other individuals present in our workplaces.

In achieving and maintaining workplace health and safety, Anglicare Victoria will apply best practice in OHS in accordance with statutory obligations at all times.

All Anglicare Victoria employees, contractors and volunteers are required to:

* take reasonable care for their own health and safety and for that of others in the workplace by working in accordance with legislative requirements and the company’s OHS policies and procedures
* take reasonable care their actions or omissions do not adversely affect the health and safety of themselves and others
* cooperate with any reasonable directions, policies and procedures relating to health and safety in the workplace
* report all injuries, illness or ‘near misses’ to their Supervisor or Manager
* participate in relevant health and safety training based on roles and responsibilities
* as required, participate in the development and implementation of specific OHS hazard and risk management strategies.

In addition to the above, positions with supervision or management responsibility are required to ensure a safe and healthy work environment for all employees, clients, contractors and visitors. This can be achieved by ensuring all people are aware of and have access to OHS policies, procedures, training and reporting systems

**Cultural Safety in the Workplace**

Anglicare Victoria recognizes the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge and experience to the workplace. They also contribute important insight into how Anglicare Victoria can provide for and engage with Indigenous clients and communities more effectively.

Our Reconciliation Action Plan (RAP) and Workforce Strategy outlines Anglicare Victoria’s commitment to leading and facilitating sustainable employment, training, retention and career development opportunities for Aboriginal and Torres Strait Islanders people.

Diversity and inclusivity are important to Anglicare Victoria and we are committed to ensuring our workplace and services reflect this.  Everyone is welcome at Anglicare Victoria, regardless of age, ethnicity, cultural background, gender, sexual orientation, religious affiliation and physical ability.

**Conditions of employment**

* An attractive remuneration package will be negotiated with the successful applicant. Salary Packaging is offered with this position.
* All offers of employment at Anglicare Victoria are subject to a six month probationary period.
* All offers of employment are subject to a satisfactory Criminal History Check, a current Driver’s Licence and an Employment Working with Children Check prior to commencement.

**Acceptance of Position Description requirements**

To be signed upon appointment

**Employee**

|  |  |
| --- | --- |
| Name: |  |
| Signature: |  |
| Date: |  |