POSITION DESCRIPTION

POSITION TITLE   **Data and Evaluation Officer**

CLASSIFICATION   **Social, Community, Home Care and Disability Services Industry Award 2010**
Social and Community Services Employee Level 4

ROLE OBJECTIVE

The Data and Evaluation Officer role is responsible for ensuring that the Program data needs of the Alliance are met. In particular that QLife service data is captured, analysed and presented to QLife service partners to ensure that they are equipped to understand service successes and areas for improvement and growth. The role also services the data needs of the Silver Rainbow program and supports training programs by providing data and administration support.

REPORTING OBJECTIVE

This position reports to the Director of Programs and Development.

No direct reports.

PRINCIPAL DUTIES

- The Data and Evaluation Officer works across the Programs team, as well as with the broader Alliance team, Board, partners, stakeholders and members as required. The role is primarily accountable for providing analysis, preparing reports and interpreting data as well as providing support to ensure that the administration of online learning platforms is up to date.

Data analysis

- Work with Programs management and the QLife team to conduct internal analysis of data and produce accessible reports for QLife project partners and funding bodies.
- With the support of Programs management and the QLife team monitor trends, identify gaps and make recommendations to improve QLife data and reporting.
- Provide data and information to assist in preparing reports, submissions and presentations such as for conferences, speaking requests, briefings and grant applications as required.

Maintain and develop operational systems

- Work with the QLife team to maintain the online resource database.
- With the support of the QLife team develop and implement quality assurance systems for the online resource database.
- Assist in the development and monitoring of the QLife website as required.
- Assist in the maintenance and development of processes that ensure the integrity and security of QLife systems and data.

Provide information and support to staff, volunteers and service users

- Prepare and deliver information for volunteers, staff and external stakeholders related to technology, data and other project operations.
- Respond promptly and appropriately to phone or email enquiries from service users and external stakeholders.
- Communicate in a manner that respects the health needs and human rights of LGBTI people and communities.

Promote QLife

- In partnership with Programs management, the QLife team and member and communications function, identify opportunities for promotion of QLife in online forums including directories, web pages, social media and links to other services and groups as required.
- Assist in developing communications material for QLife and for the Alliance.

Support for Alliance Training Programs

- Work under the guidance of Programs management and designated program staff to ensure that all training administration requirements are undertaken in a timely way for example: the oversight of mentimeter, moodle and other online learning platforms used by the Alliance.

Maintain performance and professional development

- Participate in team meetings and activities.
- Participate in professional development.
- Participate in supervision and performance review.
- Attend mandatory training as required.
- Manage workload to meet outcomes in required timeframes and seek support when required.
- Work effectively in a team environment.

Other duties and responsibilities

- This position may involve work outside normal business hours, e.g. occasional evening teleconferences and work required to meet critical deadlines.
- Maintain a clean and safe workspace and abide by workplace health and safety policies and all other Alliance policies and procedures.
- Willingness to travel within Australia.
- Undertake other tasks as directed.
- Adopt continuous learning and improvement processes in all aspects of the position.
- Understand, implement, participate and promote Organisational Policies and Procedures, and Workplace Health and Safety (WHS) objectives, processes and procedures.

KEY SKILLS & EXPERIENCE

Qualifications

- Relevant tertiary qualifications or demonstrated skills, knowledge and experience in information management, systems and data technology, applicable in a community-based organisation

Experience Required

- Experience in applying a continuous improvement focus to processes and systems
- Demonstrated ability to extract, analyse and translate data into accessible formats for diverse stakeholders (including volunteers, staff, government departments and the general community)
- Experience in a similar role within a community-based organisation or within a web and phone-based service
- Experience of working with online learning platforms

Computer Skills

- IT skills including use of software such as iCarol or equivalent, Microsoft Office, social media and web analytics

Aptitude & Interpersonal Skills

- Excellent verbal and written communication skills including delivering practical instructions verbally and in writing and producing well written and succinct documents.
- Ability to assist staff and/or volunteers with different skill levels to use project-related software.

- Proven innovative thinking and problem-solving skills, including the ability to grasp new systems and concepts quickly.
- Demonstrated skills in working effectively and collaboratively in a team.
- Understanding of and commitment to the health and human rights of LGBTI people and communities.
- Excellent administrative and organisational skills and the ability to work with a demanding workload in a timely way.
- Demonstrated skills in working effectively, productively and collaboratively in a team both with the Alliance, its member organisations and other organisations with minimal supervision.
- Strong initiative and self-motivation and ability to work autonomously and as part of a team.

KEY PERFORMANCE INDICATORS (KPIs)

- Member service and satisfaction, servicing both internal and external clients/members (customer, staff, member, stakeholder feedback).
- Satisfactory achievement of ongoing targets, goals and objectives as set and agreed with Programs management, the Chief Executive Officer and the Organisation.
- Accuracy of data entry, filing, documentation and information management within the Organisation's database and systems.
- Responding to and answering telephone calls, enquiries and emails within set timeframes and dealt with in accordance with Organisational standards.
- Preparing, completing and submitting documentation and reports in accordance with Organisational standards and timeframes.
- Following of instructions and completion of tasks in a timely, accurate and efficient manner which meet the requirements of the organisation, members and required regulatory standards.
- Following, utilisation and promoting of Organisational Policies and Procedures, Organisational Core Values and Work Health and Safety (WHS) requirements.

Accessibility
- If you have any access requirements or need to submit your application in alternative format, please contact us to discuss.
- You can apply verbally over the phone or through a face-to-face meeting if you cannot submit a written application.
- You will need to tell us about your previous work experience, your suitability for this role and your answers to the target questions.

Signed by the Director of Corporate Services:_____Date: _____

Signed by Employee:_____Date:_____