

Employee Position Description



Position Details		
Position Title: Data and Reporting Analyst	Department: Practice Excellence and Integration	Reports To: Service Impact and Development Manager
Primary Work Site: Lilydale or Hawthorn	Is travel between sites required? <input checked="" type="checkbox"/> Yes	Is hybrid working available for role? <input checked="" type="checkbox"/> Yes <input type="checkbox"/>
Employment Status <input checked="" type="checkbox"/> Permanent Fulltime		Does the role have direct reports? <input type="checkbox"/> <input checked="" type="checkbox"/> No
Enterprise Agreement: VICTORIAN STAND-ALONE COMMUNITY HEALTH SERVICES (HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE OFFICERS) MULTIPLE ENTERPRISE AGREEMENT 2022-2026		Classification: Grade 3
Position Primary Purpose		
<p>Reporting to the Service Impact and Development Manager, the purpose of this position is to ensure accurate and timely reporting and insights to drive organisational performance and impact. To deliver on this; the Data and Reporting Analyst will work with key stakeholders to identify data needs and extract, analyse and present data to provide key insights. The role also administers key routine tasks for regular billing and reporting processes; providing technical support to Executive leaders and staff, and supports data-driven projects. Through identification of opportunities to automate processes or create efficiencies, the Data and Reporting Analyst develops consistent, efficient and accurate reports and dashboards, to support various business functions. The role requires strong communication, problem solving and interpersonal skills with the ability to communicate with a wide variety of stakeholders with variable data systems knowledge, including expertise in hosting, presenting and training.</p>		
Decision Making Authority		Key Relationships

<p>Decisions made independent of Manager In accordance with the organisation's Delegation of Authority</p> <ul style="list-style-type: none"> • N/A 	<p>Internal</p> <ul style="list-style-type: none"> • <i>Executives</i> • <i>Managers and Senior Managers</i> • <i>IT Team</i> • <i>Finance Team</i> • <i>NDIS Support roles</i> • <i>Clinical Staff</i> <p>External</p> <ul style="list-style-type: none"> • <i>Key funders including Department of Health</i>
<p>Key Accountabilities</p>	
<p>Focus Area</p>	<p>Responsibilities</p>
<p>People Centred</p>	<ul style="list-style-type: none"> • Proactively contribute to a warm and welcoming environment for all. • Demonstrate openness, inclusiveness, sensitivity, and respectful interactions with all people. • Listen to, understand and demonstrate empathy and respect through words and actions.
<p>Collaboration & Innovation</p>	<ul style="list-style-type: none"> • Work collaboratively with others and share information freely to identify and implement opportunities for innovation and integration of work • Develop strong relationships with internal stakeholders to assist in identifying information needs and data requirements • Proactively seek out the ideas and views of others to develop solutions that are beneficial to all stakeholders.
<p>Risk, Quality & Safety</p>	<ul style="list-style-type: none"> • Contribute to organisational risk, quality and safety systems being implemented across the team • Contribute to and comply with regulatory, contractual and organisational requirements; including contribution to preparation for accreditation activities. • Contribute to the development, review and implementation of policies and procedures to support compliance in providing quality work.

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> • Commitment to continuous quality improvement.
Data Support and Administration	<ul style="list-style-type: none"> • Maintain and run regular data exports for billing to a high degree of accuracy and timeliness • Maintain and run standard reports to meet both stakeholder and funding body requirements • Systematic auditing of data to ensure data integrity and compliance • Propose solutions to data integrity and compliance issues • Create, adopt and implement system test plans, which ensure acceptable quality and integrity of the data systems. • Create and update user and training documentation • Manage ETLs to support reporting activities • Review and develop functional specifications for data systems. • Use data and process modelling techniques to create clear database system specifications for the design and development of systems. • Undertake quantitative analysis using IT systems to generate high-quality evidence of our impact
System Support and Administration	<ul style="list-style-type: none"> • Work with the Information Systems team to provide support for TrakCare administration and other support requests • Respond to and support data requests from users as workload permits • Liaise with the Information Systems team and other AccessHC staff and managers to ensure the security and privacy of client data and compliance with relevant legislation. • Collaborating with external academic partners as required • Other data and system duties as required
Analysis, Reporting and Presentation of Data	<ul style="list-style-type: none"> • Develop consistent, efficient and accurate reports and interactive dashboards supporting various business functions.

Key Accountabilities	
Focus Area	Responsibilities
	<ul style="list-style-type: none"> • Develop reporting suite, procedures and processes to deliver on business project needs • Liaise with staff across the vertical and horizontal of the business: intake, clinicians, senior managers and executives to understand reporting needs and develop reports • Create and cleanse data reports for various funding streams in the organisation • Work with project teams to provide insights and support delivery of business plan projects through data extraction and analysis • Deliver presentations and training to a broad range of staff with varying levels of data and systems knowledge • Identify opportunities to improve and streamline data capture and reporting processes
Selection Criteria	
Mandatory selection criteria items	<ul style="list-style-type: none"> • Police Check • International Police Check (if lived overseas in last 10 years) • Working with Children Check • NDIS Worker Screening • Australian Driver's License
Key selection criteria items	<ul style="list-style-type: none"> • Tertiary qualification in data, IT or related discipline (Mathematics, Economics, Computer Science, Information Management, Statistics) • Technical expertise regarding data models, database design development, data mining and segmentation techniques • At least 3 years' experience in a data and systems support role in a healthcare or similar environment with relevant experience in systems and data administration tools • Data Warehouse development experience in SQL Server, dashboards design & development experience particularly in PowerBI • Demonstrated analysis and presentation of customer experience data

Key Accountabilities	
Focus Area	Responsibilities
Demonstrated Skills and Knowledge	<ul style="list-style-type: none"> • Proficiency in Microsoft Office and relevant software applications • Knowledge of statistics and analysing datasets (Excel, SPSS, SAS etc) • Strong analytical skills with the ability to collect, organize, analyse, and disseminate significant amounts of information with attention to detail and accuracy • Desired experience with cloud technologies Azure/AWS • Strong communication, problem solving and interpersonal skills and ability to communicate with a wide variety of stakeholders with variable data systems knowledge including expertise in hosting, presenting and training • Ability to understand the nuances of business processes and use to build data reports • Effective time management and prioritisation skills • High level of cultural sensitivity and awareness • Demonstrated ability to work in a team environment
<p><i>Access Health and Community is an equal opportunity employer committed to providing an inclusive working environment that embraces and values all people, regardless of cultural background, age, gender identity, sexuality or lived and living experience. We value the diversity and strength of Aboriginal and Torres Strait Islander cultures and are committed to delivering on our vision for reconciliation through our recruitment and employment practices. Access is required to undertake compliance checks; however, a record of criminal history does not preclude applicants from applying for suitable positions. All applications will be assessed on a case-by-case basis and managed in a confidential and practical manner</i></p>	
Authorisations	
Employee Name: Signature: _____ Date: / /	Manager Name: Signature: _____ Date: / /