

Child, Youth and Family Data and Business Analyst

Position

This position sits within the Child, Youth and Family

- This position reports to the Project Implementation Lead RROS
- Reporting line may vary depending on location and service size
- This position does not have any direct reports This position may have direct reports, positions vary
- This position has the following direct reports:

This position is designated Band 7 under the *Schedule of Authorities and Delegations*

- This position is a budget holder This position has designated revenue targets
- This position is an Aboriginal & Torres Strait Islander identified position
- This position may require a working with children related clearance

Purpose

The purpose of this position is to ensure data systems meet the contractual requirements and practice needs of the organisation and provide learning opportunities to ensure all staff are competent in the use of required data systems. Additionally, provide management support in the reporting and analysis of client data and outcomes.

Focus

To achieve this purpose, the position holder would typically:

- Provide direct support to Child, Youth and Family Managers on proficient use of our data management systems, providing secondary assistance in data remediation, data extraction, and understanding of reporting features.
- Develop and deliver regular training sessions for new users of data systems, refresher training and specialised group training sessions for specific programs.
- Develop training materials and technical guides to engage managers and staff in self-paced learning.
- Offer practical and technical support to Child and Family practitioners.
- Work closely with the IT team in the development, enhancement and monitoring of our data management systems, helping to identify gaps and thorough business analysis, translating practice needs vs technical needs.
- Provide complex data reports to external and funder agencies such as the NSW Department of Communities and Justice.
- Support managers and their teams to develop service specific practice guides that clearly demonstrate data capture processes and practices.
- Develop and maintain effective relationships with external stakeholders.

Outcomes

When things are going well we would expect to see these outcomes:

- Our people are trained in accurate data recording and can confidently access appropriate tools to report on program KPI's and outcomes.
- Our data systems support staff to demonstrate high quality service delivery.
- Program Managers feel confident in their ability in data reporting.

Relationships

We work collaboratively with others, however this position works close closely with:

Within The Benevolent Society:

- Team Leaders, Managers and Directors across Child, Youth and Family
- IT specialists and developers
- Frontline Practitioners
- Principle Practitioners

Outside The Benevolent Society:

- Department of Communities and Justice
- Community groups, educational institutions and other stakeholders

To achieve the position purpose and outcomes the position holder will need to have:

Individual

- A certified qualification in training and assessment, data analytics, and/ or project management
- At least 12 months experience working in the social welfare sector
- At least 12 months experience in a similar role, or a role that allowed you to build the skills to effectively accomplish this role
- Good understanding of the client vulnerabilities of individuals who may access our services and their needs
- Strong ability to manage own time and competing priorities, with the flexibility to adjust set plans to accommodate changing needs, to deliver requirements within established timeframes
- Understanding of the needs of diverse communities such as Aboriginal and Torres Strait Islander, culturally and linguistically diverse (CALD), and gay, lesbian, bisexual, transgender and intersex (LGBTI) communities
- Outstanding written and verbal communication skills
- Proficient use and understanding of Excel, Word, and Project Management principles
- Good relationship building skills with the ability to create strong working relationships with different stakeholders.

This position may require some flexibility in terms of travel or hours of work:

Travel

- Overnight travel/stays may be required
- Some weekend work may be required
- Some evening work may be required
- Travel between office locations/regions may be required
- Travel to clients (varied locations) may be required
- Use of own registered, insured motor vehicle for business purposes may be required
- Use of TBS pool cars may be required

All of us might need to travel occasionally to attend learning opportunities, meetings or other key events.

Those with knowledge of this position say the things that might make your day are:

- Reporting to external and internal stakeholders is timely and accurate
- Being able to contribute in a positive way to family wellbeing

Those with knowledge of this position say some key challenges you might experience are:

- Working within tight deadlines
- Maintaining positive stakeholder relationships and balancing the needs of different stakeholders with the needs of the client and the organisation.
- Understanding where the boundaries of the role are and making sure to check in with senior staff at the right time for support

Context

Approvals	Approver	HRBP, Child, Youth & Family	Date: 9 November 2020	Position Code: CFS049
	Review history	V1.0 Release		
	Advertising	Data Analytics , project management , social work/er		

This Position Profile is not intended as an exhaustive description of the position, accountabilities or associated duties. The Benevolent Society may alter or adjust this Position Profile at any time.