



POSITION DESCRIPTION – Data Officer	
Part 1 – Expectations for Your Role	
Position	Data Officer
Service / Program	Primary Mental Health Care Psychological Services for Underserved or Hard-to-Reach Populations
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Support Services Level 3
Reports to	Outcomes and Digital Systems Manager
Effective Date	December 2025

Key Deliverables

The Data Officer will provide data management and analysis along with system development for data collection and service administration for the program. This role will be responsible for identifying, collating and presenting data in an appropriate format for different audiences.

- Support for program management with data to manage client intake and allocation, caseload management, and other logistical requirements.
- Develop and monitor processes to meet all data reporting requirements both internally and externally.
- Ensure accurate reporting for programs to maintain compliance and accuracy.
- Manage data integrity.
- Use analysis to proactively seek ways to improve processes and increase performance.
- Provide administrative support for key domain processes, including demand management and quarterly planning.
- Provide other administrative support as needed.
- Provide secretarial support for meetings.

Skills

- Proven track record in developing, implementing, and maintaining operational workflow processes.
- Data management and knowledge of databases such as Track and MS Access.
- Proven track record in developing Excel spreadsheets, reporting data (e.g., charts), and checking for data integrity.
- Excellent written and verbal communication skills.
- Ability to deal with a range of stakeholders.
- Knowledge of governance meetings and requirements.



- Proven record of checking KPIs against targets.

Experience and Knowledge

- Demonstrable experience as a support officer in a project-based environment, ideally business/IT projects.
- Demonstrable experience of project controls including budgets, forecasts, risks, and issues; familiarity with the reporting of these controls, including governance reporting and steering committee meetings.
- Considerable experience in providing advanced administrative support to senior stakeholders in comparable large-scale enterprises.
- Proficiency in MS Office suite (advanced), including experience with project scheduling (MS Project).
- Established communication skills (written and verbal).

Qualification/Registrations/Licences

- Diploma in Business Administration or equivalent discipline and/or experience.
- Completion of a Criminal History Check and Employee Working with Children Check (or State equivalent) prior to commencement of employment and as required by legislation and policy during employment, as well as a duty to disclose relevant information that may arise after employment has commenced.
- A cleared National Worker Screening Check prior to commencement of employment.
- Current state-based driver's licence.

Physical Requirements

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Light Lifting:** Lift and carry up to 5 kg (e.g., laptops or office supplies).
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally to Each locations.

Why we include physical requirements in our Position Descriptions

We list the physical requirements of a role to ensure transparency and to support equitable access to employment. This information helps candidates understand the nature of the role and identify any workplace adjustments or supports they may need to thrive in it. Our aim is to create an inclusive environment where everyone can perform their role safely and effectively, with the right accommodations in place.

If you have specific access needs or would benefit from adjustments to the recruitment process or the role itself, we warmly encourage you to let us know. We're committed to working with you to find solutions that support your success.

**POSITION DESCRIPTION - Employee****Part 2 – Expectations for Our Team**

At Each, we are committed to improving lives and strengthening communities through a range of health, disability, housing, counselling, and mental health services. With a dedicated team of over 1,500 employees and 250 volunteers, we aim to create a positive impact, empowering individuals to live healthier, happier lives.

Our vision is for everyone to live well, and we strive for a healthier, more equitable future through innovation, advocacy, and community engagement.

We care. We listen. We learn. We deliver. Altogether better care.

Expectation of Employees

Employees are expected to work collaboratively with team members and other Directorates, contributing to both individual and community outcomes. They must model Each's values, ensuring an inclusive, safe, and engaging culture.

Employee Responsibilities

An Each employee is responsible for:

- Ensure quality, safety, and risk management to protect staff, customers, and the community.
- Collaborate with team members and stakeholders to achieve positive outcomes.
- Create a safe, respectful environment that fosters growth, learning, and wellbeing.
- Track progress and outcomes to meet Each's goals and performance targets.
- Work within professional boundaries and program guidelines.
- Demonstrate leadership behaviours and serve as an ambassador of Each.

Quality

Employees must engage in continuous improvement, comply with legislation and accreditation standards, and maintain the necessary skills and knowledge for their role.

Safety & Wellbeing

All Each employees are responsible for their own health and safety, as well as that of others, in line with OH&S legislation and Each's policies.

Child Safe Commitment

Each is dedicated to creating a child-safe environment, with zero tolerance for child abuse. Everyone is responsible for protecting and reporting any suspected child abuse, ensuring the safety and well-being of children involved with Each.

Inclusion and Diversity Commitment

Each is dedicated to an inclusive and diverse workplace where everyone is valued and respected. All staff are expected to promote inclusivity, embrace diversity, and foster a collaborative environment, ensuring a safe and supportive workplace for all.

Key Selection Criteria**Skills & Behaviours**

- Adhere to Each's Behavioural and Performance Standards.
- Strong communication and interpersonal skills for building relationships.
- Collaborative team player with a positive attitude.

Desirable Experience, Knowledge, and Qualifications

- Relevant tertiary qualifications.
- Proven collaborative teamwork skills.



- Understanding of the Not-For-Profit and Health sectors.

Mandatory Competencies/Licences

- Criminal History Check and Employee Working with Children Check (as required).
- National Worker Screening Check (if required for the role).
- Entitlement to work in Australia

Expected Behaviours for all Each Staff

- Act in accordance with Each's Code of Conduct, policies, and service principles.
- Respond to family violence risk in line with the MARAM Framework.
- Promote a safety-first culture and adhere to health and safety policies.
- Ensure Each Great Care is put through its PACES (Person-Centered, Accessible, Connected, Effective and Safe).
- Support a zero-tolerance stance on abuse, neglect, and discrimination.
- Foster an inclusive, collaborative work environment, prioritizing customer needs.
- Contribute to teamwork, innovation, and continuous improvement.
- Engage in continuous learning and complete all mandatory training on time.