

**POSITION DESCRIPTION - Digital and Data Officer****Part 1 – Expectations for Your Role**

Position	Digital and Data Officer
Service / Program	Mental Health Alcohol and Other Drugs
Industrial Instrument	HSUA 1&5 - Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multi Enterprise Agreement 2018-2022
Instrument Classification	Grade 4
Reports to	Outcomes and Digital Systems Manager
Effective Date	March 2025

Key Deliverables

- Assist in the implementation and maintenance of client management systems.
- Support data collection, management, and analysis to inform service delivery and program outcomes.
- Develop and maintain performance metrics and monitoring tools.
- Prepare regular data reports and analysis to support decision-making.
- Coordinate with Digital and Health Technology teams for seamless system integration.
- Provide technical support and training to staff on digital platforms and data reporting tools.
- Collaborate with service streams to identify opportunities for process improvement and care coordination.
- Ensure compliance with relevant regulatory requirements and standards.
- Assist in the development and implementation of strategies for effective care system integration and communication.
- Maintain data privacy and security according to organisational policies and legal requirements.

Skills

- Strong analytical and problem-solving skills.
- Excellent communication and collaboration abilities.
- High level of computer literacy, including proficiency with MS Office Suite and the ability to navigate multiple platforms.
- Experience with database management and data analysis tools.
- Ability to develop and implement effective data management strategies.
- Strong organisational and planning skills.
- Ability to work effectively under pressure and meet tight deadlines.
- Highly developed interpersonal skills, with the ability to engage and negotiate with a wide range of stakeholders.

Experience and Knowledge

- 3+ years of experience in data management, digital systems, or a related field.
- Knowledge of healthcare regulations and standards.
- Experience with data analytics and outcome performance measurement.
- Knowledge of and experience with community-based recovery services.
- Experience with program evaluation and data analysis.



- Commitment to delivering a person-centred approach that values diverse backgrounds and life experiences.
- Strong understanding of and commitment to cultural safety and trauma-informed care.

Qualification/Registrations/Licences (*Mandatory only*)

- Bachelor's degree in a relevant field (e.g., information technology, data science, healthcare administration).
- Current state-based driver's licence.

Physical Requirements

- **Office Environment:** Ability to sit for extended periods and use office equipment.
- **Data Entry:** Capability to type and handle administrative tasks.
- **Office Mobility:** Ability to move around the office and attend meetings.
- **Light Lifting:** Ability to lift and carry up to 3 kg (e.g., laptops or office supplies).
- **Travel:** Ability to travel between Each locations.

**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.