



**POSITION DESCRIPTION – DATA OFFICER**

**Part 1 – Expectations for Your Role**

<b>Position</b>	Data Officer
<b>Service / Program</b>	headspace Eastern Shore
<b>Industrial Instrument</b>	Each Enterprise Agreement 2024
<b>Instrument Classification</b>	Support Services Level 3
<b>Reports to</b>	headspace Service Manager / Early Psychosis Manager
<b>Effective Date</b>	November 2025

**Key Deliverables**

- **Data Management:** Support program management of headspace Eastern Shore primary service and Early Psychosis with data to manage client intake and allocation, caseload management and other logistical requirements.
- **Reporting:** develop and monitor processes to meet all data reporting requirements both internally and externally.
- **Compliance:** Ensure accurate reporting for programs to maintain compliance and accuracy
- **Integrity:** Manage data integrity across the headspace Eastern Shore primary service and Early Psychosis service, including hAPI data input
- **Analysis:** Proactively seek ways to improve processes and increase performance
- **Administration:** Provide other administrative support as needed
- **Values Upholding:** Uphold client-centered, recovery-focused values.
- **Confidentiality & Fairness:** Maintain confidentiality and fairness in client interactions.

**Skills**

- **Development of processes:** proven track record in developing, implementing and maintaining operational workflow processes
- **Technical Skills:** Data management and knowledge of databases, competent in Microsoft Office Suite, proven track record in developing Excel spreadsheets, reporting data (eg charts) and checking for data integrity.
- **Interpersonal Skills:** Ability to deal with a range of stakeholders
- **Communication:** excellent written and verbal communication skills
- **Problem-Solving:** Seeks diverse information and adapts approaches to problem-solving.
- **Organisational Skills:** Strong administrative and organisational abilities.

**Experience and Knowledge**

- **Support Officer:** demonstrated experience as a support officer in a project-based environment, ideally business/IT projects.
- **Administration experience:** Considerable experience and proficiency in MS Office suite including experience with databases.
- **Established communication skills (written and verbal)**

**Qualification/Registrations/Licences (Mandatory only)**

- Certificate IV in Business Administration or equivalent discipline and/or experience



### **Physical Requirements**

- **Office Environment:** Sit for extended periods and use office equipment.
- **Data Entry:** Type and handle administrative tasks.
- **Office Mobility:** Move around the office and attend meetings.
- **Visual & Auditory:** Read documents and communicate effectively in person and via phone/video.
- **Travel:** Travel locally for recruitment and onboarding activities.



**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

- 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. These considerations extend to all of our customers inclusive of priority populations.

## 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 Compliance

- 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
- Consent to Each sharing relevant personal information with the Victorian Department of Education under Early Childhood Workforce Register obligations (If required for the role).

### 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.