



POSITION DESCRIPTION

Part 1 – Expectations	Employee
Attachments	Addendum A *Outlines the specifics of the allocated Directorate/Portfolio

About EACH

EACH provides an integrated range of health, disability, housing, counselling, and community mental health services across Australia. We offer a wide range of supports to assist members of our community to lead happier, healthier lives. Our staff are a collective workforce of over 1,700 paid employees and over 250 volunteers.

More information is available at: <http://www.each.com.au>

Our vision	Everyone has the power to live well.
Our purpose	Health and support services that improve lives and strengthen communities.
Our values and behaviours	<p>We care.</p> <p>We welcome you with empathy and hope.</p> <p>We believe making change is possible for everyone.</p> <p>We listen.</p> <p>We take time to understand you, your experiences, and your culture.</p> <p>We work with you and the people important to you, to build the right supports.</p> <p>We learn.</p> <p>We evaluate our actions and always seek to improve.</p> <p>We deliver.</p> <p>We have a 'can do' attitude and find ways to say 'yes'.</p> <p>We do what we say we're going to do.</p>



Expectation of Employees

A key focus of this position is to work collaboratively with their team members, their Directorate and across other Directorates.

They are responsible for leading delivery and/or community through their own contribution.

It is expected that all employees consistently model EACH's values and behaviors and ensure EACH's culture is inclusive, safe, and engaging.

Employee Responsibilities

Employees are responsible for:

- Assessing for quality, safety and risk and taking actions that keep myself, customers, community and staff safe
- Partnering with my team, others at EACH, our customers and community to achieve great outcomes
- Creating a safe, respectful and culturally appropriate space to foster growth, learning, belonging, health and wellbeing
- Contribute to tracking progress and outcomes to ensure alignment with EACH's goals and to reliably deliver on performance targets
- Working within the program/role guidelines and professional boundaries of my role
- Demonstrating behaviours at all times that align to EACH's leadership standards and recognises that you are an ambassador of EACH.

Quality:

EACH staff are required to participate in continuous monitoring and improvement and comply with legislation, professional standards and accreditation standards and any other governing laws that apply from time to time.

EACH staff must have and maintain the appropriate skills and knowledge required to fulfil their role and responsibilities. In addition, they must practice within the specifications of this position description, and where applicable within the agreed scope of practice.

Safety & Wellbeing:

EACH is committed to providing and maintaining a working environment for all staff that is safe and minimises risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by their acts or omissions at the workplace.

As an Employee you understand your responsibilities and accountabilities to yourself and others in accordance with OH&S legislation across the various jurisdictions and EACH's policies.



EACH Child Safe Commitment Statement:

EACH is committed to promoting and protecting the best interests of children and supporting a child safe culture. EACH has zero tolerance for child abuse. Everyone working at EACH is responsible for the care and protection of children and reporting information about suspected child abuse.

All children who come to EACH have a right to feel and be safe. EACH is committed to the safety and well-being of all children whether they are direct service recipients or indirectly linked to our services such as children of customers. The welfare of children and young people is our first priority. We create a child safe and child friendly environment where all children are valued and heard, are safe and protected."

Key Selection Criteria

Skills and Behaviours

- Acts in accordance with EACH's Behavioural and Performance Standards.
- Highly developed communication and interpersonal skills to competently establish and maintain effective working relationships with clients, staff and visitors.
- Demonstrated ability to work collaboratively and enthusiastically within a team to help foster a positive and progressive work environment.

Desirable Experience, Knowledge, and Qualifications

- Tertiary qualifications in a relevant discipline.
- Demonstrated ability in working collaboratively as part of a Team
- Appreciation and understanding of the Not-For-Profit sector and Health services is well-regarded.

Mandatory Competencies and/or Licences

- Completion of an acceptable 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 (if required for the role – not applicable to all roles)

Expected behaviours for all EACH Staff

- Acts in accordance with EACH's Code of Conduct, policies and procedures and is demonstrably committed to EACH's vision, mission, values, and service principles.
- Responds to family violence risk in line with their role and responsibilities and in accordance with the Multi-Agency Risk Assessment and Management (MARAM) Framework and related Frameworks.
- Promotes a 'safety first' culture and acts in accordance with EACH Health, Safety and Wellbeing Policy and management system.
- Ensures EACH Great Care is put through its PACES (Person-Centred, Accessible, Connected, Effective and Safe).
- Promotes and supports a zero-tolerance culture that recognises all people have the



right to live their lives free from abuse, neglect, violence, discrimination and exploitation and acts upon EACH's commitment to recognise, raise and respond to any deviation from a person's human rights.

- Fosters and promotes an inclusive and collaborative work environment where all employees, volunteers and customers feel welcomed, respected, valued and enabled and proud to fully participate, irrespective of their individual differences in background, experience and perspectives. Demonstrates a customer focus by prioritising the needs and outcomes of internal and external customers.
- Demonstrates teamwork and collaboration and positively contributes to group activities.
- Contributes to innovation and continuous improvement and openly shares information and knowledge to enable optimal outcomes for customers.
- Be curious, reflective, and open to continuous learning and new ways of working.
- Successfully completes all mandatory training in a timely manner, to support the delivery of high quality, safe and effective service delivery.



Addendum Data Analyst

This addendum outlines the specific deliverables pertaining to the Directorate assigned as per the Data & Business Analyst Position Description

Position:	Data/Business Analyst
Directorate / Service / Program:	Information Technology Digital and Data
Industrial Instrument Name:	Victorian Stand-Alone Community Health Services (Health and Allied Services, Managers and Administrative Officers) Multiple Enterprise Agreement 2018-2022) (HSUA 1&5 EA)
Instrument Classification:	Grade 4
Reports to:	Team Lead – Digital and Data Information Technology
Effective Date:	January 2024

Key Deliverables

Business Analysis and Stakeholder Management

- Collaborate with service delivery teams and other stakeholders to gather and document business requirements for new initiatives or system enhancements.
- Conduct interviews, workshops, and reviews of existing documentation to understand business processes.
- Identify opportunities for process improvement and increased efficiency in the delivery of services.
- Create detailed and clear business requirement documents (BRDs) and functional specifications.
- Effectively communicate with stakeholders at all levels to ensure understanding and alignment.
- Work with project teams to design effective and efficient solutions.
- Validate implemented solutions meet business requirements.

Reporting and Development

- Develop data models and define data requirements for reporting and analytics.
- Build interactive reports and dashboards, ie Power BI reports.



- Analyse data to produce reports that measure performance against KPI's, highlighting insights, trends, and potential risks.
- Prepare data extracts according to detailed specifications.
- Perform extensive data validation/quality assurance analysis.
- Troubleshoot data-related issues and work with stakeholders to take corrective action.

Process and Improvements

- Stay updated on industry trends, best practices, and new technologies relevant to data/business analysis.
- Assist in the development of change management plans.
- Support the implementation of changes and ensure user adoption.
- Actively contribute to team meetings, workshops, and daily standups to discuss projects, issues, and ideas.

Qualifications and Skills

- Data Analysis or other relevant certification and/or equivalent experience.
- Substantial work experience in business/data analytics demonstrating high level ability to model, interpret and analyse data.
- Familiarity with process modelling techniques and process analysis tools like Visio.
- Understanding of Agile methodologies like Scrum or Kanban, and familiarity with Agile project management tools like JIRA.
- Proficiency in tools like FIGMA to create interactive prototypes, wireframes, and mock-ups.
- Ability to analyse complex issues and recommend effective solutions.
- Ability to communicate effectively with diverse stakeholders (technical and non-technical).
- Strong interpersonal skills with ability to build positive relationships.
- Exceptional visualisation and interactive design ability to inform and engage from a customer experience perspective.
- Experience developing dashboards and visualising data in reporting tools such as Power BI or similar.
- Experience building data models and integrating data from various sources, such as client record systems, SharePoint, Dynamics 365, Dataverse, Azure SQL data warehouse.
- Demonstrated ability to analyse complex data to identify key issues and trends.
- Enjoy working with a team to support each other, fulfill goals and share ideas.
- Knowledge of community health services, policies, and regulatory environments is highly regarded.



Physical Requirements

- Walk up stairs
- Sit at a computer 90% of the day
- Lift 3 kgs etc.