

**POSITION DESCRIPTION – Administration & Data Officer****Part 1 – Expectations for Your Role**

Position	Administration & Data Officer
Service / Program	Youth Mental Health
Industrial Instrument	Each Enterprise Agreement 2024
Instrument Classification	Level 3
Reports to	Program Stream Manager – Youth Mental Health
Effective Date	January 2026

Position Summary

The Administration & Data Officer plays a critical role in supporting the effective operation of youth mental health programs by providing high-quality administrative, data management, and reporting support. The role ensures accurate data entry and data integrity, and contributes to efficient program operations through streamlined administrative processes. The position works collaboratively with multidisciplinary teams and upholds organisational values, confidentiality, and person-centred care.

Key Deliverables

Data Management & Integrity

- Manage data entry, validation, and maintenance across program systems (e.g., hAPI or other web-based platforms).
- Ensure accurate and timely input of client information, allocation, caseload management, and service activity data.
- Oversee data integrity checks and implement processes to improve data accuracy.
- Identify system or data issues and escalate as appropriate.

Reporting & Compliance

- Develop, compile, and submit internal and external reports, including those required by funding bodies.
- Monitor and maintain reporting processes to ensure contractual, operational, and compliance requirements are met.
- Produce data-driven insights, dashboards, or summaries to support performance monitoring and service improvement.

Administrative Support

- Prepare agendas, take minutes, and distribute meeting documentation.
- Provide general administrative support, including document preparation, communications, and coordination tasks for the Program Stream Manager Youth Mental Health.
- Handle basic IT troubleshooting and escalate technical issues where required.

Process & Workflow Improvement

- Develop, implement, and maintain operational workflow processes that support program efficiency.



- Proactively identify ways to streamline administrative or data processes.
- Contribute to consistent improvement in service delivery, client pathways, and reporting systems.

Stakeholder & Team Support

- Work collaboratively with multidisciplinary teams to meet program objectives.
- Engage with internal and external stakeholders professionally and confidentially.
- Uphold values of inclusivity, fairness, person-centred practice, and recovery-focused care.

Skills

- Strong data entry and data management capability with attention to accuracy.
- Proficiency with web-based data systems and Microsoft Office, particularly Excel.
- Ability to interpret data and support reporting processes.
- Highly organised, with the ability to manage competing priorities.
- Strong documentation skills, including agenda preparation and minute-taking.
- Effective time management and ability to work autonomously.
- High-level organisational and time-management skills.
- Excellent written and verbal communication skills.
- Ability to engage professionally and confidentially with a wide range of stakeholders, including clinicians, managers, and external partners.
- Collaborative team approach with professionalism and diplomacy.

Experience and Knowledge

- Experience in administrative or data-focused roles within a health, community, or project-based environment.
- Experience with databases, web-based systems, and the Microsoft Office Suite.
- Ability to work within multidisciplinary teams in fast-paced environments.
- Strong understanding of confidentiality, professional boundaries, and client-centered service delivery.
- Experience in mental health, community services, or not-for-profit sectors.
- Prior experience with reporting for funding bodies.
- Knowledge of program workflows in clinical or youth services settings.
- Social media literacy for basic service communication tasks.

Qualification/Registrations/Licences

- Certificate IV in Business Administration or equivalent experience
- Current Driver's License

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

- 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.