



Mallee Sexual Assault Unit – Mallee Domestic Violence Service

POSITION DESCRIPTION: Information and Insights Coordinator

<p>Our Values:</p>	<p>Our values reflect the way we interact, connect and work with clients, partner agencies and with one another.</p> <ul style="list-style-type: none"> - We put your safety and wellbeing at the centre of everything we do. - We respect the dignity and autonomy of each person. - We are trustworthy, ethical and transparent. - We advocate and act with courage to address inequity and shape a better future. - We communicate and collaborate to achieve shared goals. - We learn, innovate and embrace change to achieve outcomes that matter.
<p>Our vision:</p>	<p>Futures free from sexual and family violence.</p>
<p>About us:</p>	<p>Mallee Sexual Assault Unit (MSAU) and Mallee Domestic Violence Service (MDVS) is a not-for-profit community organisation that provides family, domestic and sexual violence services and advocacy to support everyone in the Mallee region to be safe. Funded primarily by the Victorian Department of Families, Fairness and Housing, MSAU-MDVS delivers a range of programs focused on prevention, safety, connection and healing. Services include crisis care, counselling services, advocacy, community education, outreach support, information and referral.</p> <p>MSAU-MDVS is committed to:</p> <ul style="list-style-type: none"> • Ensuring victim survivors of sexual assault or family violence are safe and those who use violence are held accountable. • Welcoming and supporting people of all backgrounds, ethnicities, cultures, ages, gender identities, sexual orientations, and abilities. • Recognising children as victim survivors of family violence in their own right and being a child safe organisation • Providing seamless integration of care between providers to ensure best possible outcomes and experience for clients • Providing specialist care that is trauma informed, strengths based, and evidence informed <p>In the Northern Mallee region, centre-based sexual assault and family violence services are provided in Mildura (24-hour response). Services are also provided flexibly and on-demand in Robinvale, Ouyen, Mallee Track, Dareton, and Wentworth.</p> <p>In the Southern Mallee, centre-based sexual assault and family violence services are provided in Swan Hill (24-hour response). Services are also provided flexibly and on-demand in Kerang, Cohuna, Sea Lake, Wycheproof, Balranald, and other towns throughout the Buloke and Gannawarra Shire.</p>



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Position Title	Information and Insights Coordinator
Position number	
Program	Office of the CEO
Classification and Award	Social, Community, Home Care and Disability Services Award 2010 – Level 7
Salary range	\$119,093.52 - \$124,073.04 per annum
Location	Mildura or Swan Hill
Employment status	2-year fixed term with potential for ongoing depending on funding
Hours per week	38 hrs per week <i>with an option to work</i> 40 hrs per week with an RDO once every 4 weeks <i>Part-time of 32hrs per week may be considered</i>
Reporting Manager	Leigh Rhode – Chief Executive Officer
Other Key Relationships	Executive Managers and Program Managers Management Accountant
Position Objectives	<p>The Data and Insights Coordinator position has been established to:</p> <ul style="list-style-type: none"> • lead development and implementation of frameworks for monitoring and evaluating service outcomes and client experience, • enhance capacity within MSAU-MDVS to collect, manage, analyse and effectively use service demand and utilisation data to provide actionable insights that informs service design and continuous improvement. <p>Data on family, domestic and sexual violence prevalence and impact will assist MSAU- MDVS to understand local area needs, patterns of met and unmet demand, and identify opportunities for earlier intervention, and priorities for improved service access and reach.</p> <p>It will also inform partnership development with agencies responding to the conditions and circumstances impacting on the lives of women and children resulting from family, domestic or sexual violence.</p>
Key responsibilities	
Outcomes Framework	<ul style="list-style-type: none"> • Lead the design and development of indicators for monitoring MSAU-MDVS performance in achievement of: <ul style="list-style-type: none"> ○ Victorian Family Violence Outcomes Framework objectives. ○ MSAU-MDVS Strategic Priorities • Establish indicator data collection methods and sources that draw on a range of internal and external data relevant to the Family Violence Outcomes Framework domains.



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	<ul style="list-style-type: none"> • Generate and provide analysis of regular outcome indicator monitoring reports that compare trends in key outcome measures across the Mallee region and each of its LGA's for analysis. • Lead implementation of the MSAU-MDVS Strategic Plan enabler aimed at strengthening service design and improvement informed by robust data, evaluation and research.
<p>Service Activity Data Reporting and Analysis</p>	<p>Work with the leadership team to:</p> <ul style="list-style-type: none"> • Identify an agreed suite of service activity, service quality and outcome measures that consider how much activity was undertaken; how well that activity was performed; and whether anyone is better off as a result of the activity. • Create templates for indicator dashboard reporting and monitoring of variances • Create forecasts for corrective action in the event that activity levels fall short of activity targets • Monitor data quality and ensure systems are in place to ensure timeliness and accuracy of service activity data. <p>Generate and present reports on the defined suite of indicators, providing narrative and insights in regard to:</p> <ul style="list-style-type: none"> • analysis of data that captures key themes, trends and variations in activity performance. • analysis of data that captures key themes, trends and variations in service reach and impact for defined population cohorts.
<p>Data Integrity and Information Management Standards</p>	<p>Become familiar and adept at working with client data systems including SHIP and IRIS and coordinate initial and refresher training for staff in use of those systems.</p> <p>Be the point of contact for client data system vendors in regard to software upgrades and updates; ensure any changes are effectively communicated to staff.</p> <p>Establish guidelines and undertake staff training to ensure accuracy and consistency in the recording of service data</p> <p>Monitor the integrity of service data by performing data integrity checks and audits to ensure compliance with reporting standards, privacy principles and information management regulations.</p> <p>Identify data integrity issues within data capture and entry processes and workflow. Work with the client services team to:</p> <ul style="list-style-type: none"> • Define data capture points and methods. • Co-ordinate changes required at the service delivery level to accommodate changes in data requirements • Co-ordinate and advise on changes required at the service delivery level to implement business process/workflow changes



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<p>Data & information systems development</p>	<p>Identify opportunities to enhance data quality, reporting processes and analytics, and ensuring that data products are fit-for-purpose.</p> <p>Work with the leadership team to develop and implement:</p> <ul style="list-style-type: none"> • A unique client identifier system across the organisation • A suite of automated dashboards for service activity reporting • Options to strengthen inter-operability between SHIP and IRIS data systems (e.g. middleware options).
<p>Evaluation and Research</p>	<ul style="list-style-type: none"> • In partnership with the Executive Leadership Team, contribute to sector research activity by designing, generating and analysing reports relevant to topics under study. • Work with the Client Services Team to develop and implement evaluation frameworks that assess achievement of Model of Care objects. • Provide advice to staff on the selection and use of validated instruments and tools for use in program evaluation, audits or quality improvement activity.
<p>Quality, Risk and Compliance</p>	<ul style="list-style-type: none"> • Develop and monitor MSAU-MDVS policies and procedures and provide staff training as required to ensure compliance with records management, privacy and information management legislation, regulations and industry standards • Ensure that information management and data collection systems and processes support effective implementation of the Victorian MARAM and Information Sharing Schemes. • Act as the organisations Freedom of Information Officer with responsibility for processing FOI requests and ensuring compliance with the FOI Act. • Act as the organisations Privacy Officer ensuring compliance with the Victorian Privacy Management Framework and guidelines issued by the Office of the Victorian Information Commissioner. • Lead on-going development and improvement of privacy, client record and information management policies and practices and implement quality control processes to ensure compliance with privacy and information management standards and regulations.
<p>Client Experience Measures</p>	<p>Work with the Executive Leadership Team and Public Relations and Communications Coordinator to:</p> <ul style="list-style-type: none"> • Design and implement indicators and reporting metrics that support development of an organisation wide Client Experience Framework. • Generate, analyse and provide narrative on trends and themes in client experience metrics
<p>Key Selection Criteria</p>	<p>Qualifications: Tertiary qualifications in public health, epidemiology, statistics, business analytics or similar.</p> <p>Essential attributes:</p> <ul style="list-style-type: none"> • Strong technical skills and experience in analysing and presenting demand and activity data, and formulating actionable insights



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	<ul style="list-style-type: none"> • Extensive knowledge and experience in ensuring organisational compliance with information management and privacy legislation, regulations and industry standards. • Demonstrated skills and experience in designing, collating, analysing and reporting on outcome measures and indicators, including the ability to embed lived experience perspectives. • Strong organisational and time management skills and ability to prioritise tasks effectively to meet timelines. • Sound understanding of health literacy principles and ability synthesize and communicate complex information to diverse audiences. • Advanced knowledge of Excel and/or experience in use of data modelling software with large data sets, • A seasoned collaborator who works well with stakeholders <p>Desirable attributes:</p> <ul style="list-style-type: none"> • Experience in developing systems and processes for sensitive collection, analysis and use of client experience measures • Familiarity with data systems in the social and community services sector, such as SHIP and IRIS. • Familiarity with Victoria’s MARAM and Information Sharing schemes • Awareness and understanding of research and advocacy priorities in the family violence and sexual assault service sector • Understanding of the family and sexual violence service systems, outcomes frameworks and indicators
Pre-employment checks	<p>All appointments require:</p> <ul style="list-style-type: none"> • Reference checks • National criminal records check and/or international police check if applicable • Pre-employment misconduct screening • Working with Children Check both for Victoria and New South Wales • Current Driver’s Licence • Evidence of the Right to Work in Australia.
Cultural safety in the workplace	<p>Mallee Sexual Assault Unit - Mallee Domestic Violence Services recognises the important and unique contribution Aboriginal and Torres Strait Islander employees make by bringing their unique skills, knowledge, and experience to the workplace. They also contribute important insight into how Mallee Sexual Assault Unit- Mallee Domestic Violence Services can provide for and engage with Indigenous clients and communities more effectively.</p> <p>MSAU-MDVS also recognises and supports the role of all staff in providing a culturally safe work environment and ensuring culturally safe professional practice.</p>
Conditions of Employment	<p>Salary and conditions are in accordance the SCHADS AWARD 2010.</p> <p>Salary Packaging of Capped Living Expenses, Meals, Entertainment & Accommodation & Venue Hire Benefits, Remote Areas Benefits and Novated Leasing is offered with this position.</p>



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	<p>Monthly RDO accrual for full time employees based on their 40-hour working week.</p> <p>All offers of employment are subject to a satisfactory Criminal History Check, Working with Children's Check NSW & Vic and current Driver's Licence.</p> <p>All offers of employment with Mallee Sexual Assault Unit - Mallee Domestic Violence Services are subject to a six-month probationary period.</p> <p>All staff members will be asked to participate in an Annual Performance Review.</p> <p>Pre-existing Injury disclosure prior to employment will be required for all existing medical, health and physical injuries/conditions.</p>
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Acceptance of Position Description requirements

To be signed upon appointment

Employee

Name: _____

Signature: _____

Date: _____