Position Description

Uniting

Title	Data Team Leader/Report Developer
Business unit	AOD, Mental Health, Carer Services & Tasmania
Location	26 Jessie Street, Coburg & 227 Bell Street, Preston
Employment type	As per employment agreement
Reports to	Group Manager, Service Excellence Hubs

About Uniting

Uniting Vic.Tas is the community services organisation of the Uniting Church. We've been supporting people and families for over 100 years. We work alongside people of all ages in local communities in Victoria and Tasmania. Our services reach to Albury-Wodonga in the north, Mallacoota in East Gippsland, the Wimmera region in the west, and across Tasmania.

We empower children, young people and families to learn and thrive. We're there for people experiencing homelessness, drug and alcohol addiction or mental illness. We support people with disability to live the life they choose. We assist older people to maintain their independence and enjoy life. We provide opportunities to access training and meaningful employment. We're proud to welcome and support asylum seekers to our community. We work to empower people with the information, skills and tools they need to live a healthy, happy life.

As an organisation, we work in solidarity with Aboriginal and Torres Strait Islander people as Australia's First Peoples and as the traditional owners and custodians of this land.

We celebrate diversity and value the lived experience of people of every ethnicity, faith, age, disability, culture, language, gender identity, sex and sexual orientation. We welcome lesbian, gay, bisexual, transgender, gender diverse and non-binary, intersex, and queer (LGBTIQ+) people at our services. We pledge to provide inclusive and non-discriminatory services.

Our purpose: To inspire people, enliven communities and confront injustice

Our values: We are imaginative, respectful, compassionate and bold

1. Position purpose

The Report Developer/Team Leader is a specialist position that leads the data team and is responsible for data integrity and accurate reporting of all data requirements within Uniting's AOD, Mental Health and Carers division.

The primary responsibility of the role is data analysis, documentation, and development of consumer reporting. This includes creation/modifications of reports using a Microsoft BI Stack. The position requires end to end knowledge of report development from ETL procedures thru to query and report design. The position is also responsible for the day to management of the Data Team which includes the administration and management of the CRM system used by Uniting AOD Mental Health and Carers.

2. Scope

Budget: Nil

People: Data admin support x 2

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Area: People and Culture
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3. Relationships

Internal

- General Manager
- Group Manager
- Divisional Leadership Team
- AOD & MH Clinicians and other staff
- Data Administrators
- Project Officer

External

- Software Developers
- IT System Vendors
- Odyssey House
- DHHS
- Dept of Justice

4. Key responsibility areas

Service Delivery

- Identify and develop customer reporting and data requirements for Uniting AOD, Mental Health and Carers division.
- Assessment and analysis of business processes and reporting requirements.
- Ensure reporting requirements are well documented using clear and concise language.
- Develop aggregate reports, list reports, grids and graphical objects using the application BI framework across AOD, Mental Health and Carer services to inform practice and influence program modification, to support tender applications and staff performance.
- Lead data extract, data transform and data migration activities.
- Coordinate and manage the schedule of work for the data team to meet requirements. Includes liaising with internal and external stakeholders to set and manage expectations.
- Provide leadership and guidance to data team and monitor progress towards identified goals and outcomes.
- Lead the data team to ensure data is completed and submitted in a timely and accurate manner in line with reporting requirements of Government and other funders.
- Prepare strategic reports (DTAU's, benchmarks, completion rates), error trapping and regular data quality recommendations. Create plans for historical data correction, as needed.
- Responsible for reporting against targets and supporting Managers to understand the reports.
- Responsible for corresponding with department officials re reporting.
- Represents Uniting AOD, Mental Health and Carer services at Department data focused meetings.
- Create ad hoc reports as required by Divisional Management Team, Managers and Team Leaders.
- Interprets requests for data and performs data analysis.
- Work with CRM Vendor around upgrades, maintenance, and enhancements.

People and teams

- Establish, lead, coach and inspire an engaged and productive team
- Lead the team in leading practices and effective process governance
- Provide support, guidance, coaching, leadership, and empowerment to the team including feedback through performance reviews and regular supervision.
- Undertake regular supervision and performance review with line manager, proving feedback to promote collaborative working relationships
- Promote and maintain a positive, respectful and enthusiastic work environment
- Provide authentic team leadership and the highest level of professional conduct in alignment with Uniting's values.

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Legal requirements & risk management
- Ensure all legal, funder and statutory requirements pertaining to the position are met including serious incidents, reportable conduct, and mandatory reporting (child safety)
- Foster a culture where risks are identified and appropriately managed
- Report areas of serious risk to next level supervisor and work together to mitigate those risks.

Personal accountability
- Compliance with Uniting's values, code of conduct, policies and procedures and relevant government legislation and standards where relevant.
- Cooperate with strategies to actively ensure the safety, protection and well-being of children who come into association with us.
- Ensure appropriate use of resources.
- Work collaboratively with Uniting (Victoria Tasmania) employees and external stakeholders in accordance with Uniting's values and professional standards of behaviour.
- Actively participate in initiatives to maintain, build upon and promote a positive and collaborative workplace.
- Identify opportunities to integrate and work collaboratively across teams.
- Take reasonable care for your own health and safety, and health and safety of others (to the extent required).
- Promote a positive safety culture by contributing to health and safety consultation and communication.
- Promptly respond to and report health and safety hazards, incidents and near misses to line management
- Attend mandatory training sessions (i.e. equal employment opportunity, health, and safety) and mandatory training specific to position.
- Declare anything that you become aware of through the course of your engagement which may impede your suitability to work with children and/or young people.
- Declare any potential or actual conflict of interest that you become aware of through the course of your engagement:
  - Based on a relationship with a current member of Uniting's workforce
  - Based on my ongoing work with another organisation

5. Performance indicators
- To be confirmed

6. Person specification

Qualifications
- Degree in IT or related discipline.

Experience
- Previous experience in leading and supporting a professional team
- Experience and capacity to act collaboratively within the team and the wider organisation.
- Demonstrated experience using CMS/CRM and data reporting
- Advanced proficiency in Microsoft Excel and reporting tools.
- Previous experience in database development, administration and report development and writing.
- Proficient in MS Word
- High level data analysis skills
- Experience interpreting clinical data
- Advanced skills in SQL Reporting Services & Power BI
- Advanced skills with SQL
- Experience with SSIS

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Core selection criteria
- Ability to demonstrate and authentically promote Uniting's values.
- A strong understanding of AOD reporting requirements and a demonstrated ability to analyse and document data.
- High level leadership and management skills, with an ability to align teams with organizational values and goals while providing effective people management and role modelling expected behavior.
- Highly developed oral and written communication and interpersonal skills with the ability to competently and confidently communicate.
- Understanding and experience working with applications that utilize a complex relational architecture.
- Advanced SQL skills – Create & Edit complex SQL Queries, Stored Procedures, Functions and Maintaining a SQL Database.
- Experience developing complex numeric and statistical reports, including consideration of complex   business rules and data architecture.
- Experience reviewing, debugging and validating complex reports.
- Excellent organisational skills and a very high level of attention to detail, especially regarding data.
- Ability to work with confidential client information.
- Ability to supervise staff and provide direction.
- Demonstrated capacity to show initiative and to work appropriately with limited direction.
- A good knowledge of, or previous experience of, working in the health and/or human services or for a not-for-profit organisation,

7. We are a child safe organisation

Uniting is a child safe organisation and is committed in everyday practice to ensure the safety and wellbeing of all children, at all times. As a child safe organisation, employment with Uniting is subject to a satisfactory national (and international where relevant) police check and relevant Working With Children Check (and NDIS Worker Screening Check where relevant) to your State prior to commencement of any paid or unpaid work and/or participation in any service or undertaking.

This position description is subject to review and may change in accordance with Uniting's operational, service and consumer requirements.

8. Acknowledgement

I have read, understood, and accepted the above Position Description

Employee

Name:	
Signature:	
Date:	