



### Position Description

<b>Position Title</b>	<b>Data Support Officer</b>
<b>Position Status</b>	Part time (0.8FTE) to Full-time (negotiable) / Ongoing
<b>Salary</b>	\$85,000 (pro rata) per annum + salary packaging + superannuation
<b>Award Classification</b>	SCHADS Modern Award 4
<b>Position Reports to</b>	Data Analysis and Evaluation Coordinator
<b>Position Supervises</b>	Nil
<b>Date Reviewed</b>	June 2022

#### Women's Legal Service Victoria

Women's Legal Service Victoria is a specialised and state-wide organisation providing services and support to women since 1982. We exist to help build a gender equitable society and are committed to working alongside women experiencing disadvantage to promote their rights to live free from violence. It is through a feminist lens that we deliver high quality services to our clients and support each other as colleagues.

#### Our culture

We are passionate, collaborative and solution-focused. We are committed to our mission to build a gender equitable country. We work alongside women experiencing disadvantage, to promote their rights to live free from violence, and make informed choices about their relationships.

We work in a way that is woman-focussed, engaging and supporting the whole person and appreciating the complexity of her situation.

#### Position Objectives

The Data Support Officer will support the implementation of WLSV data collection systems, processes, and quality assurance, with oversight and support from the Data Analysis and Evaluation Coordinator. This role will play an important part in the implementation of strategies to improve data quality and integrity across WLSV.

The data we collect across WLSV is critical to our advocacy for systemic change and is central to our monitoring, evaluation and learning processes. This informs our evidence around systemic issues, the impact of our services and continuous improvements. Additionally, informing our funding and organisational reports.

A key part of the role will be engaging staff through internal training and workshops to build organizational understanding and commitment to quality data for improved services and advocacy. This will include undertaking regular data quality checks, extracting targeted data reports,

collaborating with staff to interpret and assess the quality of the data, to promote high quality data collection.

Working with staff across WLSV, this role will support the continued culture of improving and building robust data collection systems and processes.

## Key Responsibilities

### 1. Data quality

- Perform regular data checks to monitor data quality and ensure the accuracy of the data
- Enter data onto various client data systems, including CRMs and Excel with consistency and accuracy
- Extract, report and present client and service data in various accessible formats
- Deliver targeted internal training and workshops to improve data quality
- Contribute high-quality data to funding and organisational reports
- Work closely with colleagues to aid the development and implementation of data collection systems
- Regularly reflect on data reporting and sharing processes ensure ongoing quality improvement

### 2. Organisation

- Work cooperatively with all staff members to advance WLSV and strengthen its integrated service delivery model
- Develop and strengthen external relationships and networks
- Participate effectively in organisational strategic planning initiatives and projects
- Contribute to a healthy, productive group culture where work practices, decision-making and behaviour reflect WLSV's feminist philosophy and values.

### 3. General

- Perform other duties as directed and necessary for the proper performance of the role

## Position Requirements

### 1. Skills, Knowledge and Behaviour

The following skills are required to be demonstrated:

- Knowledge and skills in data reporting and report generation
- Skills in data handling and excellent attention to detail
- Knowledge and skills in using Microsoft Word, Excel, PowerPoint, and CRMs
- Ability to plan, organise and prioritise workload around importance and project timelines
- Ability to work collaboratively with staff across WLSV, and to work autonomously
- Ability to innovate and think creatively about problem resolution

### 2. Qualifications and Experience

The following qualifications and experience are required for the position:

- Relevant degree/qualification or relevant professional experience in data system supports

- Experience of using Microsoft Excel to access, manage and manipulate large datasets (e.g. using LOOKUP functions, conditional formatting and Pivot tables)
- Demonstrated experience of using CRMs for data entry and reporting
- Demonstrated experience in applying data quality processes and checks for continuous quality improvement

#### Desirable

- Experience of using Actionstep
- Experience of using Power BI or other data visualization tools and dashboards
- Experience in evaluation or research with communities experiencing disadvantage

### Shared Organisational Responsibilities

Women's Legal Service Victoria (WLSV) has the following expectations of all employees:

<b>Values and Behaviours</b>	<p>WLSV works within a feminist framework, which means that we work:</p> <p><b><i>Alongside women</i></b>, promoting 'power with' or 'power for' our clients, rather than being complicit in a legal system that maintains 'power over' our clients</p> <p>In a way that is <b><i>woman-focused</i></b>, engaging the whole person, appreciating the complexity of her situation and supporting women to address <i>all</i> of their needs</p> <p><b><i>As part of a movement for social change</i></b> to challenge the social, political, economic and legal structures that oppress women. We work as equal partners with everyone with whom we work, recognising their strengths and unique contributions. We take up a leadership role, when we can be most effective by engaging or influencing others</p> <p>It is through this framework, that high quality services are delivered to clients. It also defines how we treat each other as employees.</p> <p>Employees have an important role to play in upholding WLSV's ethics and values, including the Code of Conduct.</p>
<b>Safe Workplace Actions</b>	<p>The responsibilities of this position are completed in line with organisational Occupational Health and Safety (OH&amp;S) policies and procedures. The incumbent will display and promote safe actions in the workplace at all times.</p>
<b>Policies and Procedures</b>	<p>The responsibilities of this position are completed in line with all WLSV policies related to the position.</p>
<b>Legislative Framework</b>	<p>The responsibilities of this position are completed in line with the relevant legislative framework of the position's team.</p>

### Equal Opportunity Employer

Women's Legal Service Victoria (WLSV) is an Equal Opportunity Employer committed to promoting a diverse and inclusive workforce and we strongly encourage Aboriginal and Torres Strait Islander

people to apply for positions within our organisation. It is a key priority of our Reconciliation Action Plan to support principles of self-determination by increasing Aboriginal employment at WLSV. We recognise that our workforce can benefit greatly from the unique knowledge, skills and expertise of Aboriginal and Torres Strait Islander people in achieving a culturally safe and responsive service for our clients.