

## JOB DESCRIPTION

### Incident and Business Reporting Support

#### ABOUT UNITING

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

**Our values:** As an organisation we are **Imaginative, Respectful, Compassionate and Bold.**

---

At Uniting, we believe in taking real steps to make the world a better place. We work to inspire people, enliven communities and confront injustice. Our focus is always on the people we serve, no matter where they are at in their life.

Our services are in the areas of aged care, disability, child and family, community services, and chaplaincy and we get involved in social justice and advocacy issues that impact the people we serve. As an organisation we celebrate diversity and welcome all people regardless of disability, lifestyle choices, ethnicity, faith, sexual orientation or gender identity. We commit to respecting children and take action to keep them safe.

Uniting is the services and advocacy arm of the Uniting Church NSW & ACT and as such Uniting leaders understand, support and can express the mission and purpose of the Uniting Church.

---

#### ABOUT THE ROLE

##### Role Purpose

This role is responsible for

We need an overall statement of the importance of this role and the key functions:

Role is to support the Care and Clinical Governance team in the management and support of Uniting Client and Incident (Clinical) management systems and stakeholders. Support the team with data collation and collection, adhoc and routine reporting, documentation, communications, insight realisation, analysis, supporting the business, and other activities as required. This role is integral in making sure client data is of the highest quality and the performance of Uniting's service programs can be regularly and accurately assessed.

#### ROLE KEY ACCOUNTABILITIES

You will be an integral member of the Care and Clinical Governance team in the Governance Risk and Quality team through the following:

- Providing analysis of relevant research and operational information and assisting managers to evaluate and integrate the information they receive.
- Coordinating and maintaining team management systems and ensuring relevant information is input on a consistent and regular basis.

- Providing a collection of relevant data to assist with budgeting, the operation of the team and production of regular reports.
- Conducting specialised studies as required, providing insights into the operation of the team and the organisation.
- Actively promoting safe work practices in the workplace during all activities consistent with Uniting's policies and comply with all WH&S legislation, policies and procedures.
- Actively contributes to a safe and supportive working environment that is inclusive of all staff through celebrating their nationality, cultural background, LGBTI status, abilities, gender and age.

As the Incident and Business Reporting support, your role specifically will:

- support the team and provide initial analysis in determining the underlying business outcomes/processes/activities that have led to the reporting / extract results. Work with the team to propose further analysis requirements
- Provide day to day support and maintenance for reports including running, extraction, trouble shooting, analysis, proposals of change requests and building reporting capacity in end users.
- Draft communications to stakeholders in relation to their Routine Reports provide the initial analysis, identify gaps and suggest priority actions. This will also focus on data and information integrity
- Liaise with team and stakeholders in documenting initial requirements
- Ensure the Reporting Suite across Uniting's Care and Clinical systems are comprehensively recorded and updated. This includes all metrics recorded via the Uniting Quality Dashboard are accurately recorded via the Uniting methodology schedule.
- Support Care and Clinical Governance team in the implementation of improvement activities inclusive of analysis of issues, suggestion of resolution and any other requirements
- Provide support and advice to system users and stakeholders focusing on complete and accurate record keeping with added input into training and support materials where required

---

## ABOUT YOU IN THE ROLE

As a staff member of Uniting you will celebrate diversity and welcome all people regardless of lifestyle choices, ethnicity, faith, sexual orientation or gender identity.

<b>Your directorate:</b>	Governance Risk and Quality
<b>You'll report to:</b>	Business Reporting Analyst

---

## YOUR KEY CAPABILITIES

### Individual leadership

- **Improving performance** - Works with others and offers suggestions to find ways of doing the job more effectively.

- **Owning the job** - Takes ownership for all responsibilities and honours commitments within their own role and strives to achieve goals with a "can-do" attitude to levels of excellence.
- **Perseverance** - Remains committed to completing the job in the face of obstacles and barriers.
- **Timeliness of work** - Sets achievable timeframes and works to complete projects, tasks and duties on time.

#### **Business Acumen**

- **Organisational Operation** - Displays awareness of Uniting's business objectives and understands how personal objectives relate to those objectives.
  - **Organisational Objectives** - Has broad awareness of Uniting's vision and values and how they apply to issues in the team.
  - **Develops and Grows the Business** - Understands team and organisational goals and works collaboratively with Team Members to achieve organisational goals.
  - **Makes Sound Decisions** - Analyses problems, seeks input from relevant people and then takes appropriate action to implement the most effective solution in a timely manner.
- 

## **QUALIFICATIONS & EXPERIENCE**

#### **Qualifications:**

Bachelor qualification in a relevant field or equivalent experience.

Typically, this role will require 3 or more years' experience in your field of expertise. You will have excellent written and verbal communication skills, be organized, systematic, thorough, accurate and disciplined. You will be continuing to develop in your area of expertise and be expected to provide innovative ideas to solve problems in your discipline. It is expected that you will be developing good skills at navigating a complex organisation, forging relationships, and managing through influence rather than direct authority as required.

- At least 2-3 years' experience within a First or Second level support role in an information (IT), accounting or reporting role
- Demonstrated experience with fast paced service resolution team to record, respond, evaluate, assess and consider incident and business outcomes
- Strong analytical aptitude seeking to develop into an analyst role within a specialist team
- Strong Business acumen and desire to understand the core operational functions of a community service organisation
- Excellent written and verbal communication skills, including the ability to communicate with stakeholders of all backgrounds in appropriate language
- Intermediate to Advanced proficiency in Excel, formulae and report/dashboard development
- Proficiency in MS Office Suite
- Organised, systematic, thorough and accurate
- Demonstrated success in building and managing relationships with large groups of users and stakeholders

#### **Even better:**

- Diploma or above or relevant experience in Finance, Accounting, IT or other relevant field
- Experience in a Not for Profit or government organisation
- Exposure to or desire to develop skills in SharePoint, Crystal Reports, MS SQL Server, or Power BI

- Exposure to incident and complaint management applications or case management applications
- Experience in the Essential, Emergency Service, Community Sector, Customer Service, Health or Call Centre sectors

<b>Employee Name:</b>	Insert employee name	<b>Manager's Name:</b>	TJ Sweet
		<b>Title</b>	Business Reporting Analyst
<b>Date:</b>	Insert date	<b>Date:</b>	Insert date
<b>Signature:</b>		<b>Signature:</b>	