

# Position Description

<b>Position Number:</b>	CC187
<b>Title:</b>	Quality, Performance and Reporting Analyst
<b>Classification:</b>	Band 6
<b>Department:</b>	Connected Communities
<b>Division:</b>	Community Life
<b>Reports To:</b>	Head of Ageing and Sector Support
<b>Enquiries:</b>	Callum Pattie, Manager Connected Communities, 9705 5200

---

## 1. Position Purpose

- » Oversee and implement systems and processes to prepare data and reports to meet quality assurance, performance reporting obligations of the service.
- » Support the Head of Ageing and Sector Support to meet City of Casey performance and reporting requirements.

## 2. Key Responsibility Areas

### Quality, Performance and Reporting

- » Facilitate the promotion, monitoring, development and achievement of policies, service levels and standards for quality and data management standards relevant to the team's portfolios (current has "as determined by the Home and Community Care (HACC) guidelines, National Community Care Common Standards and Corporate and Activity Plans
- » Support the Department's software systems, liaising with internal and external stakeholders as required to ensure software meets operational requirements.
- » Contribute to the effective planning, operation, monitoring and outcomes of the Ageing and Sector Support department. Take a lead role in the preparation and analysis of reports, statistics and other information as required by the Coordinator.
- » Contribute to research, needs analysis and service evaluation and innovation to ensure services remain responsive to growing and changing client needs.
- » Participate in inter-council User groups and forums

- » Contribute to sector networks in the municipality to provide support to improving quality systems across the service sector.

#### **General**

- » Through leadership and example promote Casey's values of Dream Big, Empower Each Other and Make our Community Proud.
- » Casey City Council has zero tolerance of child abuse and is committed to creating and maintaining a child safe and child friendly City where all children are valued and protected from abuse. It is expected that the successful incumbent of this position will adhere with the above statement whilst completing their duties.

### **3. Occupational Health & Safety Responsibilities**

- » Take reasonable care for the health and safety of yourself and others in the workplace.
- » Ensure hazards, incidents, near misses and injuries are reported immediately.
- » Support activities taken by the organisation to comply with OH&S legislation.
- » Ensure only authorised, adequately trained staff undertake assigned tasks.
- » Develop new work procedures, as required, in consultation with relevant persons.
- » Provide appropriate facilities for safe storage, handling and transport of work-related materials and equipment.
- » Actively participate in the planning and execution of Return to Work plans for employees.

### **4. Risk Management**

- » Risk Management – Employees must comply with risk management policy and procedures.

### **5. Accountability and Extent of Authority**

- » Positions in this Band may manage resources and/or provide advice to or regulate clients and/or provide input into the development of policy.
- » In positions where the prime responsibility is for resource management, the freedom to act is governed by clear objectives and/or budgets, with a regular reporting mechanism to ensure adherence to goals and objectives. The effect of decisions and actions taken at this level is usually limited to the quality or cost of the programs and projects being managed.
- » In positions where the prime responsibility is to provide specialist advice to clients or to regulate clients, the freedom to act is subject to regulations and policies and regular supervision. The effect on individual clients of decisions and actions may be significant but is usually subject to appeal or review by more senior employees.
- » Few positions in this Band are primarily involved in policy development. Where they are, the work is usually of an investigative and analytical nature, with the freedom to act prescribed by a more senior position. The quality of the output of these positions can have a significant effect on the process of policy development.
- » Many positions have formal input into policy development within their area of expertise and/or management.

## 6. Judgement and Decision Making

- » The nature of the work is usually specialised with methods, procedures and processes developed from theory or precedent.
- » The work may involve improving and/or developing methods and techniques generally based on previous experience.
- » Problem solving may involve the application of these techniques to new situations.
- » Guidance and advice are usually available.

## 7. Management Skills

- » Skills in managing time, setting priorities and planning and organising one's own work and where appropriate that of other employees so as to achieve specific and set objectives in the most efficient way possible within the resources available and within a set timetable.
- » Where management of employees is part of the job, understanding of and ability to implement personnel practices including those related to equal employment opportunity, occupational health and safety and employee development.

## 8. Interpersonal Skills

- » Ability to gain co-operation and assistance from clients, members of the public and other employees in the administration of defined activities and in the supervision of employees.
- » Ability to liaise with their counterparts in other organisations to discuss specialist matters and with other employees in other functions in their own organisation to resolve intra-organisational problems.

## 9. Specialists Skills and Knowledge

- » Typically these positions require proficiency in the application of a theoretical or scientific discipline, including the underlying principles as distinct from the practices.
- » All positions require an understanding of the long term goals of the functional unit in which the position is placed and of the relevant policies of both the unit and the wider organisation.
- » Some positions, particularly those where the primary function is to manage resources, require a familiarity with relevant budgeting techniques.

## 10. Inherent Physical Requirements

- » Use a computer
- » Drive a vehicle or alternate method for travelling to meet with representatives from other organisations

## 11. Qualifications and Experience

- » National Criminal History Check
- » Working with Children Check
- » Demonstrated ability to be flexible and to show initiative and creativity in the development of services.

- » Demonstrated ability to lead the development of solutions to continuously improve systems, work processes and practices in a collaborative and flexible manner. Knowledge and skills in the administration and use of data base management systems and associated ad hoc reporting.
- » Oversee the integrity and reporting of data and analyse business effectiveness to pre-empt challenges and risks, monitor performance and develop and implement systems and solutions across the Unit that will enhance efficiency and effectiveness to deliver quality and timely services.
- » Monitor funding guidelines/agreements and provide advice on their compliance with Aged Care Quality Standards, aligned to organisational and departmental directions.
- » Excellent analytical skills to identify risk, challenges, opportunities, and solutions to maximise resource allocation, create efficiencies, monitor, and address supply and demand issues.
- » Demonstrated capability to build strong relationships and collaborate across all of Council and with key external stakeholders.
- » Strong customer focussed thinking and ability to remain flexible in delivering outcomes.

---

### Contact City of Casey

03 9705 5200

**NRS:** 133 677 (for the deaf, hearing or speech impaired)

**TIS:** 131 450 (Translating and Interpreting Service)

caseycc@casey.vic.gov.au

**casey.vic.gov.au**

 facebook.com/CityOfCasey

 @CityOfCasey

PO Box 1000  
Narre Warren VIC 3805

### Customer Service Centres

**Narre Warren**  
Bunjil Place,  
Patrick Northeast Drive

**Cranbourne**  
Cranbourne Park  
Shopping Centre