

Position description

Title of the role:	Data & Applications Analyst
Program Area:	Business Systems Transformation
Location:	Fairfield
Reports to:	Analytics & Applications Manager
Last Revised:	August 2025

About Wellways

Wellways Australia is a leading not-for-profit organization dedicated to ensuring all Australians lead active and fulfilling lives in their community. We collaborate with individuals, families, and the community to help them imagine and achieve better lives. We advocate for change to make sure people can access the best possible care and information when they need it. We provide a wide range of services and assistance for people of all ages with mental health issues, disabilities, and those requiring community care.

Wellways is an equal opportunity employer that offers generous salary packaging and opportunities to undertake professional training and development. People with lived experience, Aboriginal and Torres Strait Islander people, and people from culturally and linguistically diverse backgrounds bring highly valued skills to our workforce.

Our Values

Honesty:

- We are open and sincere in all interaction
- We show care and consideration to all our stakeholders
- We take responsibility for our actions

Acceptance

- We champion and respect all voices and choices
- We accept people no matter how complex their needs
- We see the person, the family, and the community

Fairness:

- We believe everyone has the right to equal opportunities
- We challenge social injustice and advocate for change
- We collaborate to solve problems

Commitment:

- We are committed to our work, and we will not give up
- We have the courage to make decisions and are accountable for our actions
- We dare to go down new roads and challenge accepted wisdom

Participation:

We promote participation and transform lives and communities
We value the expertise and contribution of everyone we
collaborate with We build knowledge and lead conversations

Our Approach to Service Delivery

Our recovery services are guided by our values and informed by our Well Together Model. This approach means we work at 3 levels, with the individual, with their families and friends and with the community. Well Together recognizes that developing skills, building confidence, and strengthening relationships will help people to recover and to live independently. The model provides an evidence-based approach to create individually tailored, effective recovery support packages. Wellways assists individuals to develop the capacity to manage their own wellbeing, equip family and friends with information and skills, and engage community members in support networks.



Advocacy Services

We have a strong advocacy program, informed by the lived experience of people with mental health issues or disability, their families, and friends. Members of Wellways play a vital role in developing our advocacy platform. We advocate for systemic change that will create better conditions and improved opportunities across the range of services and supports we offer, including people and their families living with mental health and / or disabilities, and carers.

All our recovery services and advocacy programs:

- Support and create opportunities for recovery
- Value cultural diversity
- Value peer participation and leadership (participant and carer)
- Are underpinned by evidence-based best practice

Position Summary

Under the support and direction of the Analytics & Applications Manager, the Data & Application Support Analyst will support the development of business/technical requirements and analytical reporting, evaluation, and design.

This includes application support & analytic reporting structures and documentation for all programs within Wellways.

This role forms part of the larger Business Systems Transformation team and will contribute to key functions of the team and is designed to:

- Effectively manage carer and participant records and data
- Demonstrate effectiveness of practice through analysis of program data
- Enable compliance with external reporting requirements
- Provide internal reporting to support continuous quality improvement
- Provide Level 3 Support for the CRM And Application Footprint.

Refer to Attachment 1 for a reference to the overall Wellways organization structure and for the relationship lines in context of the role.

Responsibilities

Key Functions	Key Performance Indicators
Relationship Management	<ul style="list-style-type: none"> • Collaborate with stakeholders to understand data requests and reporting requirements • Consult with stakeholders to resolve reporting issues • Consult with stakeholder to resolve data entry issues • Consult with stakeholders to resolve any application configuration issues. • Monitor reporting key performance indicators
Technical Requirements	<ul style="list-style-type: none"> • SQL skills / data analysis skills • Demonstrate ability to conduct business analysis and document requirements • Experience working with CRM/ERP like Carelink, MMex, Workday • Experience working with the application configuration. • Willingness to develop skills in reporting and visualization • Experience or willingness to learn BI Reporting tools such as Power BI • Knowledge of all phases of software development (including requirements analysis, design, coding, testing, defect management) • Provide reporting training • Maintain process, technical and training documents
Data Analysis	<ul style="list-style-type: none"> • Perform data analysis on data collected for all program areas at Wellways • Consult with project team and key stakeholders to ensure the integrity of the databases used in the collection of demographics, performance, and outcome data, ensuring all data adheres to data sovereignty rules & regulations. All contracted should be store offshore. • Track product performance and service delivery outcomes against key performance outcomes. • Consult with project team to develop or enhance data collection systems and processes. • Manage DSS reporting requirements
Organizational Collaboration	<ul style="list-style-type: none"> • Work according to accountabilities and periods set out in project management plans • Work as part of a collaborative and mutually supportive team • Work within a team culture of shared accountability and effective knowledge sharing • Actively participate in team meetings, PDR supervision and staff development activities • Work in accordance with the core values of Wellways • Adhere to Wellways policies and procedures

Essential Requirements, Knowledge, Experience and Skills

Qualifications & Essential Requirements	<ul style="list-style-type: none"> • Relevant tertiary qualification in service performance and outcome reporting and evaluation or equivalent experience • Appropriate IT skills including familiarity with computer operating systems and Information Systems and Business Intelligence technology • Lived experience of mental health issues or disability (preferred) • Intermediate skills in Microsoft Office products • Satisfactory Police Records Check • Right to Work within Australia • Satisfactory Working with Children Check • NDIS Worker Orientation Certificate • NDIS Worker Screening Check • Satisfactory Queensland Child Safety and Personal History Screening Check (LCS2) • Available to participate in out of hours' activities as required to ensure delivery of key role outcomes
Technical Knowledge and Experience	<p>Required:</p> <ul style="list-style-type: none"> • Demonstrated the ability to query and use databases. • Experience with configuring the CRM. • An understanding of the impact of disability, mental health issues and aged carer on individuals, their families, carers, and the community. • Hands on Practical experience in the application configuration & maintenance. • Ability to problem-solve and develop innovative solutions • Ability to listen to and reflect on critical feedback • An ability to collaborate with diverse communities and individuals • Understanding and commitment to social inclusion and diversity • Commitment to best practice <p>Desirable:</p> <ul style="list-style-type: none"> • Prior experience working within an Educational, Mental Health or Community Based Organization • Prior experience with Carelink, Tableau, SQL databases and Azure Windows Servers
Skills	<p>Communication</p> <ul style="list-style-type: none"> • Effective communication skills, verbal and written including the ability to write programs, proofread and edit. <p>Interpersonal</p> <ul style="list-style-type: none"> • Strong skills in developing and maintaining relationships with staff and other key stakeholders. • Able to see things from others point of view and confirm understanding of that point of view. • Able to express personal views in a constructive and diplomatic manner. • Able to reflect on how one's own emotions impact on others.

	<p>Organizing and Planning</p> <ul style="list-style-type: none"> • Able to identify more and less critical activities and operate accordingly, reviewing and adjusting as required. • Able to develop and implement systems and procedures to guide work and track progress. • Able to recognize barriers and find effective ways to deal with them. • Able to identify processes, tasks and resources required to achieve a goal <p>Self-management</p> <ul style="list-style-type: none"> • Able to plan and prioritize work to ensure outcomes are achieved. <p>Information Technology</p> <ul style="list-style-type: none"> • SQL Server (SSIS, Visual Studio, SSMS) • Carelink • MMex • Power BI
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Additional Information

This position description may be modified from time to time to reflect organizational changes. Any changes will be discussed and agreed with the incumbent.

Financial Delegation:	As per delegation schedule
People – Number of Directs:	n/a
Travel Percentage:	As Required
On Call:	n/a
Special Requirements:	n/a

