



everyone's family

## POSITION DESCRIPTION

General Information	
Position Title:	Practice Development Analyst
Incumbent:	n/a
Function & Team/Program:	Policy and Programs – Policy, Practice and Analytics
Location(s):	Flexible
Manager's Position Title:	Practice Development Analyst
Manager's Name:	TBC, Senior Practice Development Analyst
Date Prepared:	6 <sup>th</sup> October 2021, reviewed Jul 24
Prepared By:	Georgina Coase
Approved By:	Christine Hunt

Primary Purpose of this Position <i>(In one sentence - why does the role exist?)</i>
<p>The Practice analyst is responsible for supporting the delivery and enhancement of practice standards across Learning for Life. The Analyst demonstrates an understanding of strengths-based approaches, Practice Frameworks and the principles and practices of working with families and young people who are experiencing financial disadvantage and supporting them to improve outcomes.</p> <p>The incumbent works closely with STO team members to enhance practice through the development and provision of capacity development initiatives.</p>

Scope	
<b>Direct Reports to this Position</b> By Position Title	<b>Indirect Reports</b> Total Number
1. none 2.	none
Financial Dimensions controlled by this Position <i>(Include key financial metrics such as revenue growth, income &amp; expense budget, etc)</i>	
Direct control	Indirect control
e.g. Revenue, Operating expenditure, Capital expenditure, etc <ul style="list-style-type: none"> <li>none</li> </ul>	<ul style="list-style-type: none"> <li>Manage own expenses relating to travel within budget</li> </ul>
Other Dimensions of this Position	
This role will primarily focus on embedding the family and school frameworks into practice through:	

- The effective design, development and delivery of capacity development initiatives to strengthen practice fidelity
- Analysing data sets to understand variances in practice and where to target practice support
- Development of practice resources that clarify policy and enhance practice
- Facilitation of Community of Practice groups, learning circles and group coaching
- Lead discrete projects and/or participate in working groups and provide practice expertise into cross functional initiatives.

#### Setting Priorities *(how is work prioritised)*

How often does employee prioritise their own work? Eg. Daily, weekly, monthly, annually, other	Daily
How often does employee determine the priorities of others? Eg. Daily, weekly, monthly, annually, other	n/a

#### Key Relationships *(Who does the role interact with? List the titles of individuals, departments and organisations frequently interacts with)*

<b>Internal</b>	<ul style="list-style-type: none"> <li>• Operations team</li> <li>• National functional teams (Policy and Programs, Operations, National Learning and Development, Research and Advocacy, Communications)</li> </ul>
<b>External</b>	<ul style="list-style-type: none"> <li>•</li> </ul>

#### Key Decision Making in this Role *(What are the key decisions and recommendations made in this role?)*

Decisions Expected
Recommendations Expected <ul style="list-style-type: none"> <li>• Topic content for capacity development initiatives</li> <li>• Prioritisation of topics to be covered</li> <li>• Improvements to and development of resources</li> <li>• Internal practice communications (Bulletins, Yammer, Smithnet, etc)</li> <li>• Communication approaches</li> </ul>

#### Key Responsibilities / Accountabilities *(List the major areas from largest % of job to smallest)*

<b>Major Area: Embedding Effective Practice</b>	<b>% of Job: 40%</b>
Design, develop and deliver capacity development opportunities such as training, workshops, Community of Practice groups and group coaching	
Participate in <i>Learning for Life</i> team meetings and workshops to support the clarification of policy and sharing effective practice strategies.	
Collate practice themes into summary documents and ensure actions are monitored and reported	
Work collaboratively with teams to develop strategies that enhance service delivery	
Respond effectively to queries and practice clarification requests	
<b>Major Area: Learning and Resource Development</b>	<b>% of Job: 20%</b>
Develop clear and engaging learning resources to clarify and enhance practice	
Maintain and update learning and support resources on the intranet (Practice Support page on SmithNet)	

Assess effectiveness and identify opportunities for improvement of Practice training and resources	
<b>Major Area: Cross functional Projects</b>	<b>% of job: 20%</b>
Support the planning, coordination, and execution of practice improvement initiatives by providing practice expertise in cross functional planning and reflection meetings	
Participate in cross functional projects that support the alignment of Practice with processes, policies and systems	
Build and maintain effective stakeholder relationships	
<b>Major Area: Analytics</b>	<b>% of Job: 20%</b>
Support the analysis of program and practice data	
Understand the outcomes data and how it can inform effective practice	
Engage with internal stakeholders to gather insights, feedback, and data for analysis, and communicate these effectively	
Present findings and recommendations to stakeholders, contributing to informed decision-making and strategic planning.	

<b>Key Challenges in Achieving Goal(s):</b> <i>(What are the key challenges faced by this role in meeting goals/objectives)</i>
<ul style="list-style-type: none"> <li>• Implementing a Practice Development strategy in a geographically dispersed organisation</li> <li>• Managing competing strategic priorities</li> <li>• Providing appropriate learning opportunities in a change environment</li> <li>• Coordinating across functional teams to achieve outcomes or resolve practice challenges</li> </ul>

<b>Qualifications, Experience and Competencies:</b> <i>(What background, knowledge, experience or competencies are required to perform the role at the expected level?)</i>		
<b>Education / Qualifications / Memberships:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Qualification in a Social Service/Community Development related discipline and/or at least five years' experience in a relevant role</li> </ul>	<ul style="list-style-type: none"> <li>• Training or teaching related qualifications</li> <li>• A coaching qualification</li> </ul>
<b>Experience:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Knowledge and experience of working in community using a partnership approach.</li> <li>• Development of learning resources that enhance practice</li> <li>•</li> </ul>	<ul style="list-style-type: none"> <li>• Facilitation and/or training delivery (face to face or remotely via e-learning/teleconference or webinars)</li> <li>• Applying a change management approach</li> <li>• Experience coaching others to achieve their goals</li> </ul>
<b>Competencies:</b>	<b>Essential</b>	<b>Desirable</b>
	<ul style="list-style-type: none"> <li>• Experience in using and analysing data to drive improvements in service delivery.</li> <li>• Ability to build positive relationships with a wide variety of stakeholders.</li> <li>• Excellent verbal and written communication skills, with the ability to present information clearly and concisely.</li> </ul>	<ul style="list-style-type: none"> <li>• Ability to navigate technological platforms such as the Microsoft suite and Viva etc.</li> </ul>