

Data Analyst

Data and Performance Team



Who we are

Micah Projects is a community based, not-for-profit organisation with a vision to create justice and respond to injustice at the personal, social, and structural levels in church, government, business, and society.

Micah Projects subscribes to the principle of non-discrimination that seeks to guarantee that human rights are exercised without discrimination of any kind based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, or other status such as disability, age, marital and family status, sexual orientation and gender identity, health status, place of residence, economic and social situation.

We believe that every adult and child has the right to a home, an income, healthcare, education, safety, dignity, and connection with their community of choice.

Work Health and Safety

Everyone has a right to feel safe at work, and Micah Projects is committed to minimising the risk to any staff member, student, volunteer, contractor, consultant, and Board Member within the organisation. We work collectively to comply with the *Work Health and Safety Act 2011*.

What we do

Micah Projects works to break down barriers that exclude people from housing, healthcare, employment, and meaningful connections, and to give people a voice.

We support individuals and families including children to resolve crisis, break social isolation, have a home, access health and community services, and build a community.

We provide a range of support and advocacy services to individuals and families according to their needs. We ensure the immediate needs of participants are met in a supportive, informed, safe, and respectful manner.

Equal Opportunity

Micah Projects is an equal opportunity employer and promotes access to employment to individuals from a diverse range of social and cultural groups. We acknowledge the First Peoples of Australia as the traditional owners of this land and support their right to self-determination and cultural expression. We recognise that Brisbane is a diverse community and acknowledge the needs of individuals, families and communities relating to age, gender, disability, sexuality, and economic status.

Working together

It is important to Micah Projects that people feel welcome, have choices, and do not experience discrimination when working with Micah Projects.

It is our aim to work with participants, each other, and our partners to respectfully share knowledge, ideas, resources, and skills in order to improve the service for the people we support, and the people who work as part of Micah Projects.

Child Safe and Vulnerable Adult Safeguarding

Children and young people are entitled to live in a caring and nurturing environment and to be protected from harm and exploitation. Micah Projects is a child-safe and child-friendly organisation that prioritises the safety and wellbeing of children and young people. We actively provide guidance for management, staff, and others in identifying and responding to concerns about the abuse or neglect of a child or young person in contact with the organisation.

We extend these principles to create safe services for all participants we work with.

Micah Projects commitment to vulnerable and marginalised populations

Micah Projects Vision and Mission articulate our commitment to actively engaged with people who are marginalised, vulnerable and in many situations present with challenging behaviour.

Working in Micah Projects you are expected to proactively support this vision and mission whilst balancing the needs of staff to work in a supportive and safe environment.

To do this we actively work together to ensure that staff have the skills and knowledge to understand that many people who access our services do not have the ability to always regulate their emotions. This often occurs when they are frustrated, do not understand what options they have, and are impacted on by substance use or alcohol. The consequences result in staff being exposed to in appropriate and challenging situations which we are committed to providing training and support to problem solve and ensure services can be maintained.

Micah Projects actively wants to adapt a shared responsibility approach for creating a resilient culture whilst providing services to our most vulnerable participants. This requires self-awareness and a proactive approach within our organisational systems. We support staff in understanding the approach and context in which we work. We encourage staff to communicate their needs within this environment and a willingness to engage in problem solving strategies whilst providing support to participants.

Micah Projects provides outreach service in the community, centre-based services and services via phone. When dealing with challenging behaviour with participants, our goal is to always disarm people with courtesy, respect and clear communication recognising that we may not always get it right and will learn from our participants when necessary. We recognise that many participants of Micah Projects have long histories of trauma from childhood and as adults. Whilst this is not an excuse for behaviours that are threatening to others, it is also an opportunity for participants to learn alternative ways of meeting their needs. This is how we implement a trauma informed and sensitive approach to our work.

We are committed to providing a culture of wellbeing and safety for our staff. Employees can access support and guidance internally and externally, as outlined in our Wellbeing Guide.

Position Overview

Position Title

Data Analyst

Team

Data & Performance

Reports to

Data Systems Coordinator

Line Manages

NA

Classification/Award

Level 4, SCHADS 2010

Talkin

Data Systems Coordinator / Senior Data Analyst

Based at

209 Boundary Street, West End

Backup when absent?

Team / Senior Data Analyst

Data and Performance Team

The purpose of the Data & Performance team is to support, enhance and inform the services of Micah Projects through the analysis, reporting and cleansing of participant data sets and maintenance of related participant systems. Ensuring that the organisation maintains a high standard of data quality, validation against standards and submission of data sets to meet contractual obligations. The Team works across all Micah Project service areas, interacting with internal and external key stakeholders, making use of programs and systems to support the collective goals of the organisation.

Data:

- Assist in the development of systems, to all for the capture and analysis of data.
- Create and maintain Micah Projects participant and related databases, ensuring that the database is both comprehensive and intuitive.
- Ensure the integrity of the database is maintained to the highest standard of quality.
- Maintain core systems and their use, including management of Help Desk and access.
- Promote effective use of systems and programs utilised by Micah Projects. Including but not limited to: The ETO CRM/Database and the CSNET CRM/Database.
- Use participant data to create narratives through dashboards of the impact Micah is having in the community.

Performance:

- Identify indicators of success/challenges and promote innovation in implementation.
- Promote effective planning for performance management processes across the organisation.
- Provide guidance and support around the communication and reporting of our performance.
- Review and analyse the effectiveness and impact of services for those we support and the community.
- Support organisation to meet reporting obligations for participant programs, including contractual and ad-hoc reporting needs.

Position Description

As a Data Analyst, you will...

Work as part of the Data & Performance Team to provide analytical and operational support across Micah Projects. You will work with diverse and complex datasets across multiple service areas, including homelessness and domestic violence, engaging with internal stakeholders and external reporting requirements. Through accurate data management, analysis, and reporting, you will contribute to evidence-informed decision making and help generate meaningful insights that strengthen service delivery and outcomes for participants and communities.

Key Responsibilities

Analytics

- Contribute to internal and external data reporting requirements, including funding and statutory bodies.
- Develop and enhance a suite of new and existing reports providing information, including but not limited to key performance indicators, activity-based funding data, clinical data and patient flow information.
- Identification and escalation of risks to data systems, including data quality, security, and management.
- Perform other relevant duties as assigned.
- Perform quality and validation checks between the various databases to ensure information is accurate and ready for use.
- Support stakeholder requests for routine data extracts and operational reporting.
- Use analytical skills to query large and varied datasets, identify anomalies and report to the team to structure recommendations to support decision-making throughout the organisation.
- Use data analytics, data reporting and data visualisation from a range of data sources, to meet defined business requirements.

Administrative

- Develop, maintain and update documentation to support the teams and staff.
- Provide administrative and operational support for the Micah databases, file systems and CSNet database. Inclusive but not limited to ticketing systems such as Jira, ConnectWise and emails.
- Perform relevant data entry to ensure participant and service system data is maintained.

Collaborative practice

- Assist teams with administrative, practice and quality requirements/task in Micah Projects.
- Provide support and training to users of data systems
- Work as a collaborative member, demonstrating a high level of teamwork, support, engagement, and communication reflecting the values of the organisation.
- Work as an inclusive member of the team.

Professional practice

- Commitment and contribution to a safe workplace as per the Work Health and Safety Act 2011, including compliance around manual lifting techniques.
- Demonstrate effective communication skills to ensure that stakeholders' needs are understood and interpreted.
- Demonstrate sound reasoning and decision flow for actions taken.
- Maintain a high standard of data quality and integrity that meets Micah Projects confidentiality and security requirements.
- Maintain accountability and ownership of projects and task.
- Provide high level professionalism, sensitivity, and responsiveness to the needs of internal and external people/partners.
- Responsible for ensuring that data, information, and/or records, within their scope of work, are accurate, complete and maintained in accordance with Micah policies, procedures and systems.
- Work independently, with a high level of attention to detail.

Stakeholder Engagement

- Provide support and training to end users in the use of data systems, particularly the service recording system, and contribute to the development of training materials.
- Utilise contemporary, fit-for-purpose stakeholder engagement and project management methods to engage key stakeholders.
- Work collaboratively with other organisations, service providers, software developers, government bodies or contractors.
- Work collaboratively with staff internally across Micah Projects.

Criteria and Conditions

Criminal History Screening

- National Police Certificate Blue Card
 Yellow Card APHRA Registration

Driver's License

- Essential Desirable

Travel

- Essential Desirable

Assets Provided

- Work Computer Work Phone
 Pool Vehicle Packaged Vehicle

Essential

- Relevant certificate, diploma or tertiary qualification and extensive experience, or a combination of experience, expertise, and competence.
- Demonstrated skill in data analysis, reporting, and visualisation software such as Power BI, Tableau, SQL and Excel.
- Demonstrated high level information management, quantitative and analysis skills; ability to understand data systems and logic flows.

- Experience in use of relational databases.
- Demonstrated high level experience working with technology and software systems including an ability to learn new software quickly and provide attention to detail.
- Evidence of effectiveness of communication style, written and verbal skills, and IT competencies (including Microsoft Office and other IT systems).
- Excellent organisational and planning skills in managing a personal workload in a busy environment with conflicting demands.
- A positive attitude, and the ability to work flexibly, adaptively, and proactively in a team environment with direction and autonomously within program guidelines with a commitment to the values and principles of Micah Projects to meet community needs.

General Conditions

- All employees are to exhibit the values of Micah Projects, as outlined in the Code of Conduct.
- All employees must utilise Micah Projects systems to facilitate the quality of the organisation's work and services. This includes, but is not limited to, Microsoft Office suite, LogiQC, Elmo, and Accentis.
- Appointment to this position will be subject to a criminal history check, as outlined in the organisational Criminal History Screening Policy. All employees are required to cover the cost of this
- Employment in this position is subject to continued funding
- Employment may involve work or training outside of normal business hours
- All employees will comply with Workplace Health and Safety legislation as outlined in organisational policy and procedures
- All employees are required to engage in support and coaching through the organisational performance development system.

Acknowledgement

I have read this Position Description and understand the requirements and responsibilities of this position as part of my employment with Micah Projects

Employees Name _____

Signed _____

Date _____