

Senior Business Intelligence Developer Position Description

Position details

Position Title:	Senior Business Intelligence (BI) Developer	Reports to:	Health Information Manager
Team:	Information Management	Program Area:	Practice Excellence
Classification:	Level 6	Location:	Brunswick
Status:	Ongoing	Hours:	Full Time

Organisational purpose

The Victorian Foundation for Survivors of Torture, also known as Foundation House, is a leader in delivering specialist trauma-focused services that work with the strengths and resilience of refugees, their families, and communities to rebuild lives shattered by torture and other traumatic events.

Role Purpose

The Senior Business Intelligence (BI) Developer is a key role within the Information Management Team (IM Team). The IM Team is primarily responsible for the management of client health records and related information. The team supports compliance with Commonwealth and State legislative requirements as well as Foundation House policies concerning the collection, storage, organisation, use and release of client information. IM provides end user training and support to all users of the Client Information Management System (CIMS). They manage, maintain, and continually improve Foundation House's client information system and a suite of accompanying reporting tools. IM supports data reporting and analysis within VFST, including providing the means to measure key performance indicators and tools to improve data quality.

The IM Team supports all types of reporting requirements, including operational information needs, management reporting, executive reporting, external reporting, research and ad hoc analysis. The Senior BI Developer leads the technical delivery of reporting and analytics within the IM Team with support from the Health Information Manager and other team members. It is necessary to analyse each requirement to determine the appropriate tool for meeting the need within the context of the CIMS Reporting Strategy. The Senior BI Developer is responsible for developing sophisticated solutions using advanced tools and supporting others to deliver reports using basic tools.

Key Responsibilities

The Senior BI Developer has the following responsibilities:

Business Intelligence

- Work with stakeholders to gather and refine reporting requirements, then identifying how each requirement will be fulfilled within the context of the CIMS Reporting Strategy
- Work with the Health Information Manager to define appropriate architecture to meet reporting and analytical needs
- Extract and manipulate data from CIMS
- Make efficiency improvements to the data lake to support internal and external reporting needs

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- Design and implement data modelling for reporting requirements
- Implement appropriate extract, load transform (ELT)/ETL functions to transform data from source to destination data model utilising a metadata driven medallion architecture
- Administer and manage the data platform, including configuration, monitoring, and performance tuning
- Assess and address data integrity and accuracy in collaboration with subject matter experts (SMEs)
- Develop user friendly interactive reports and dashboards
- Deliver ongoing training, user guides and support to internal stakeholders to utilise reports and dashboards
- Contribute to the development of information standards, governance, documentation, and reusable frameworks
- Perform data analysis to support decision making and strategic priorities

People and Teams

- Stay current with emerging technologies and best practices in business intelligence, Microsoft Fabric, and cloud-based analytics
- Provide technical guidance and mentoring to other team members as required
- Attend and participate in all agency activities which meet Foundation House's organisational and professional development requirements. These include staff, team and agency meetings, and actively participating in supervision and ongoing learning.
- Contribute to projects or other duties that assist the agency to support the delivery of effective, safe, connected and person-centred services.
- Actively participate and ensure professional, supportive and cooperative working relationships within your own team and with other programs across the agency.
- Undertake required travel needed to properly fulfil the duties of this position.
- Perform any other duties as directed by relevant managers within the scope of the classification and position description.

Key Selection Criteria

Experience and qualifications

- Relevant tertiary qualifications or demonstrated equivalent experience
- Experience in developing end-to-end metadata driven BI solutions from source system to end user reports
- Good understanding of the Microsoft Azure data stack
- Experience implementing projects in Microsoft Fabric, Synapse and/or Data Factory
- Advanced T-SQL skills
- Advanced Power BI skills including DAX and visualisations
- Experience with data lakehouse architecture and managing multi-layered data models (eg Bronze, Silver, Gold)
- Experience utilising multiple data modelling approaches (e.g. relational, multi-dimensional and tabular) and understanding which is appropriate at what time
- Experience working with data from Salesforce, preferably Nonprofit Cloud Program Management
- Demonstrated ability in applying design principles to report and dashboard development
- Python data engineering experience advantageous

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- Experience in a health, counselling or community services organisation advantageous

Attributes

- Highly developed interpersonal and communication skills
- Good consultation and stakeholder management skills
- Highly collaborative work style prioritising transparency and sharing tasks as required
- Ability to demonstrate technical leadership on BI projects
- Ability to manage competing priorities
- Actively balancing best practice and pragmatism according to internal and external constraints
- Commitment to ethical practice, human rights and social justice
- Flexibility and adaptability in agency and team goals

Our Values

We aim to build trust and confidence, promote wellbeing and achieve the best possible outcomes through living our values of respect, promotion of human rights, focus on community, maintaining excellent, ethical practice and above all acting with integrity.

Organisational Expectations

Foundation House and our staff are committed to:

- Family & Child Safety
- Occupational Health & Safety
- LGBTQIA+ inclusive practices
- Culturally safe practices
- Adherence to the requirements of relevant legislation, regulation and professional ethics.

It is an expectation that all our employees actively contribute and consciously comply with Foundation House policy, procedures and practice guides during the course of their work.

This position is in accordance with the Victorian Foundation for the Survivors of Torture Inc. Enterprise Agreement.

Approval and Acknowledgement

Date PD last reviewed:	19 May 2026
PD Approved by:	Claire Stanley - General Manager Practice Excellence
Date of approval:	22 May 2026