

Position title:	Data Systems & Quality Lead Mental Health	Reporting to:	Corporate Operations Manager
Program:	Mental Health	Location:	Darwin and Palmerston
Approved:	Director Mental Health	Date:	August 2026
Comments:			

Organisation Statement

Anglicare NT is a registered charity and quality accredited provider of human services across urban, regional, and remote Northern Territory. We demonstrate our values through strength-based, culturally safe, trauma informed and inclusive practices. Child safety, social justice, community development and partnership approaches drive our work. We commit to being an employer of choice and we monitor our impact, respect lived experience and advocate to meet the needs of Territorians and our diverse communities. Our focus is to make a sustainable difference through place-based initiatives, collaboration, innovation, and the Partnership Support Service.

What we do

We provide services across the lifespan including: early childhood, child youth and family supports; aged care packages, community access, outreach, home support and volunteer visitors; NDIS support coordination and personal supports; community housing, transitional accommodation, tenancy support and homelessness responses; financial counselling, money management, gambling amelioration, micro finance and emergency relief; prison chaplaincy, post release accommodation and support; counselling, mediation and parenting education; refugee and migrant support; mental health initiatives, headspace centres, recovery and community awareness activities.

Purpose of the Position

You will lead data governance, quality improvement, document control, reporting, accreditation and clinical systems administration across headspace services within Anglicare NT. You will provide strategic oversight of the Electronic Medical Record (EMR) system, data integrity, compliance monitoring, reporting frameworks and continuous quality improvement initiatives that support high-quality, evidence-informed service delivery across busy and innovative youth mental health services for young people aged 12–25 years and their families. You will work in partnership with leadership teams across all headspace programs to ensure compliance with data collection requirements and alignment with relevant program models, funding agreements, accreditation standards and regulatory obligations. You will support high-quality, accurate and compliant data management and reporting across clinical programs, strengthening governance, informing service improvement and ensuring consistency with organisational and funding requirements. As the lead administrator for the EMR system and other relevant headspace applications, you will oversee user management, report development, system configuration, vendor liaison, system upgrades and the resolution of critical system issues. You will also provide expert advice on the effective use and optimisation of clinical information systems to support service delivery, reporting and continuous quality improvement.

Selection Criteria

Position Specific Requirements

1. A relevant degree, or equivalent knowledge and experience, in information management, quality improvement or a related field.
2. Strong knowledge of quality improvement, accreditation and compliance frameworks. An understanding of mental health services and fidelity measures is highly desirable.
3. Demonstrated experience in managing electronic medical record systems and clinical reporting.
4. Proven ability to work independently, with minimal supervision, and deliver clearly defined outcomes within required timeframes.
5. Experience leading systems change and quality improvement activities, including developing and facilitating staff training where required.
6. Highly developed verbal and written communication skills, with demonstrated ability to influence and engage stakeholders at all organisational levels.

7. Proven ability to develop and communicate policies and procedures, respond to complex management requests, translate data into meaningful analytical insights, and foster a collaborative culture that supports data-informed decision making and continuous quality improvement.
8. Demonstrated commitment to supporting a culturally inclusive, age- and gender-sensitive, youth-focused and family-friendly service culture in development and service delivery.

General Criteria

1. Demonstrated commitment to work respectfully and inclusively with Aboriginal and Torres Strait Islander and culturally and linguistically diverse people.
2. Demonstrated understanding of the issues that impact Aboriginal and Torres Strait Islander people.
3. Demonstrated ability to communicate sensitively and effectively with Aboriginal and/or Torres Strait Islander people.
4. Demonstrated adherence to legislation, policies and procedures and a commitment to EEO, WHS, risk management and quality improvement practices.
5. Northern Territory Working with Children Clearance (Ochre Card).
6. National Police Criminal History Report (less than three months old) with acceptable outcome.
7. Ability to meet additional visa / overseas work compliance measures.
8. Northern Territory Driver's Licence.
9. Demonstrated currency of job specific vaccinations (and boosters).
10. First Aid Certificate (or willingness to obtain within agreed timeframe).

Key Responsibilities

1. Data Governance & Reporting

- Provide leadership in how data is collected, entered, managed, stored, accessed and reported across headspace services.
- Lead the development and implementation of data governance and quality assurance processes.
- Produce strategic reports for leadership, internal committees and external stakeholders.
- Oversee Centre Activity Reports and ensure consortium reporting requirements are met.
- Identify emerging risks, trends and anomalies within datasets and respond proactively.
- Regularly audit and cross-reference databases and reporting systems to ensure accuracy, integrity and compliance.
- Provide oversight, guidance and workflow coordination to the Data Officer role.
- Support the Data Officer in day-to-day data management, reporting, audit and systems administration activities.
- Review work outputs, set priorities, and provide on-the-job support and coaching to ensure quality, accuracy and timeliness.
- Undertake supervisory responsibilities for the Data Officer, including performance support, development and accountability, in line with organisational requirements.

2. Systems Administration & Change Leadership

- Act as the lead Systems Administrator for the EMR and associated headspace applications.
- Oversee user access, system configuration, vendor liaison, upgrades and issue escalation processes.
- Lead and support organisational change initiatives relating to EMR systems, reporting requirements and minimum data set changes.
- Coordinate communication, staff engagement and implementation activities associated with system enhancements and upgrades.
- Develop, maintain and continuously improve system procedures, workflows and user guidance materials.

3. Quality Improvement & Accreditation

- Lead continuous quality improvement activities across headspace services.
- Coordinate accreditation, fidelity review and compliance processes to support service quality and regulatory obligations.
- Oversee document control processes in partnership with the Anglicare NT Quality Team.
- Provide oversight of reporting and secretariat functions for the CQR and DQI Committees, and other relevant

committees as required.

- Monitor file audit outcomes and ensure corrective actions are implemented and tracked to completion.

4. Leadership & Staff Support

- Provide guidance and support to staff on data quality, reporting requirements and the effective use of relevant systems.
- Develop and deliver training, communication and user support relating to EMR, hAPI and other system changes.
- Present data updates, trends and continuous improvement initiatives at team meetings and internal forums.
- Provide supervision, performance support and professional development to direct reports, ensuring alignment with organisational objectives.

General Requirements

- Comply with Federal, NT and Local Government legislation, regulations, permits and / or by laws.
- Adhere to delegations, code of conduct, policies, procedures and general conditions of employment.
- Work within contract, program / project parameters and scope of practice.
- Comply with program guidelines, work plans, budget, data and reporting requirements.
- Comply with WHS requirements – remain vigilant and contribute to a safe working environment and maintain pandemic related and job specific mandated vaccinations (and boosters).
- Embrace organisational values, work cooperatively and help sustain a respectful workplace.
- Support and mentor work colleagues by sharing your skills, knowledge and strengths.
- Help implement our Reconciliation Action Plan and build an inclusive and culturally competent workforce.
- Maintain confidential client, staff and organisational information in line with requirements.
- Keep up to date with workplace communications, staff meeting records and the intranet.
- Contribute to planning, evaluation and continuous quality improvement activities.
- Participate in supervision, performance reviews and undertake approved training.
- Maintain attendance, payroll and leave records in accordance with procedures.

Delegation of Authority

As per Board approved Delegation of Authority Schedule and aligned position classification (noting content will updated from time to time).