

Position title:	Data Officer	Reporting to:	Corporate Operations Manager
Program:	Mental Health	Location:	Darwin & 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 support the delivery of data management, reporting, quality improvement and systems support activities across headspace services within Anglicare NT. Working alongside the Data Systems & Quality Officer Mental Health, the role supports clinicians and leadership through accurate data entry, file auditing, reporting assistance, secretariat responsibilities and administration of quality improvement processes.

Selection Criteria

Position Specific Requirements

1. Relevant qualifications or experience in administration, data management or quality systems.
2. Experience working with databases, reporting systems or Electronic Medical Records is highly regarded.
3. Strong organisational and administrative skills
4. Ability to work collaboratively with clinicians and operational staff.
5. High attention to detail and commitment to data quality and security
6. Demonstrated data literacy skills, including the ability to interpret, validate and work confidently with data to support reporting and quality improvement activities.
7. Advanced Microsoft Office skills, particularly in Excel, including the ability to manage, analyse and present data accurately and efficiently.

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) Delete if not relevant.

Key Responsibilities

1. Data Administration & Reporting Support

- Complete data input into Early Psychosis systems and associated databases.
- Assist with maintaining accurate information within headspace Application Platform Interface (hAPI), EMR and reporting systems in accordance with established procedures.
- Prepare routine reports including Centre Activity Reports for review and distribution.
- Assist with ad hoc data requests, operational reporting tasks and reporting refresh activities.
- Monitor data quality and identify anomalies or emerging issues for escalation to the Data Systems & Quality Officer Mental Health.
- Conduct routine auditing and cross-referencing of databases and records, reporting findings as required

2. Quality & Audit Support

- Coordinate the administration of monthly file audits in accordance with established procedures
- Monitor file audit outcomes and follow up outstanding actions as directed.
- Maintain registers, action logs and committee records ensuring information is current and accurate.
- Assist with document control and continuous quality improvement initiatives.
- Provide secretariat and administration support to the Clinical Quality and Risk Committee (CQR), Data Quality Improvement Committee (DQI) and other meetings as required.

3. Systems & Clinician Support

- Provide first-level support to clinicians and staff regarding hAPI and EMR usage, escalating complex issues where required.
- Assist with communication, training and user support activities associated with system changes and enhancements
- Assist with testing and implementation and user acceptance activities during system upgrades
- Escalate technical or system issues to the Data Systems & Quality Officer Mental Health and relevant stakeholders in accordance with established processes.

4. Communication & Coordination

- Provide routine data updates and respond to operational queries at team meetings as required.
- Draft and distribute operational data communications and reporting updates.
- Maintain effective and collaborative working relationships with internal stakeholders to support the delivery of data, quality and systems activities

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).

This position has no direct reports.