

POSITION: Data Analyst – Living Learning
REPORTS TO: Manager – Living Learning
DATE CREATED: December 2020

ORGANISATIONAL ENVIRONMENT

Melbourne City Mission (MCM) is a leader and innovator in the provision of services to the community. Established in 1854, Melbourne City Mission is a diverse community support organisation that supports thousands of Victorian people and communities to overcome barriers and disrupt disadvantage to live their life, their way.

As a service provider Melbourne City Mission's work is focussed on supporting people to take charge of their own lives and participate fully in community life. Melbourne City Mission's service profile includes: Children, Youth, Adult and Family; Disability; Employment, Education and Training; Homelessness; Justice; and Palliative Care.

As a social change agent Melbourne City Mission advocates for social policy change and works across all sectors in seeking to achieve sustainable outcomes for communities experiencing disadvantage.

JOB CONTEXT

The Living Learning program is Melbourne City Mission's first outcomes funded program under a Social Impact Bond (SIB) structure. The Victorian Government's Partnership Addressing Disadvantage (PAD) Implementation Agreement (IA) outlines the program and the funding model for Living Learning. Social Impact Bonds are a relatively new funding model in Australia and Victoria.

Living Learning works with young people who are persistently not in employment, education or training (NEET) and who have a mental health condition. Through the supports offered by Living Learning (mental health supports, Key Worker supports and specialist education supports) the aim of the program is to re-engage young people into the Hester Hornbrook Academy, to stabilise their mental health and work with them over three years to achieve education outcomes and subsequently cost savings for government.

The Living Learning program will take in 48 referrals in each of the first three years of operation. In total, Living Learning will run for five years and student progress and targets will be measured for success payments every year starting from year 2, and for 1 year beyond the end of the program (internally more often).

A research and evaluation program will be completed to assess the impact of the Living Learning program, seeking to evidence the link between education engagement, participation and attainment and better life outcomes for young people and, therefore, lower costs to government.

JOB PURPOSE

The Data Analyst is responsible for developing the Living Learning data project, connecting the program logic with data collection, analysis and visualisation. A draft data set, reporting protocol and dashboard has been developed and the Data Analyst is responsible for implementing and refining this system. This may involve redesigning the data collection system if required. The data project will track the progress of all individual students and highlight any potential issues with individuals or the program logic that are

identified through the collected data. The Data Analyst works with the Living Learning Manager and/or external consultants to draft high level reports for funders and management, and operational reports for management and staff ensuring the ongoing identification and explanation of continuous improvement. This role will also be involved in the development of the broader Melbourne City Mission data capability project, including the implementation of the Power BI project.

JOB OBJECTIVES

Duties of this role may include but are not limited to the following:

- Support the Living Learning team in the delivery of data analytics, program reporting, integrity and compliance to help achieve program objectives and KPIs.
- Identify, analyse and interpret trends or patterns in data sets, including potentially introducing new data sets or discontinuing collection or analysis of redundant data sets.
- Develop and maintain a systematic approach to producing reports using various software packages including MS Excel and Power BI.
- Work with internal and external stakeholders to gather and validate reporting requirements.
- Identify and recommend new ways to streamline business reporting and associated processes.
- Work collaboratively with the Hester Hornbrook Academy staff to ensure alignment across programs.
- Maintain all data and ensure accurate data processes are followed.
- Develop data dashboards for staff teams.
- Ensure accurate data is provided and used to support effective decision making.
- Develop and maintain an effective working relationship with independent certifiers, ensuring the provision of accurate information and adherence to relevant standards and processes.
- In collaboration with the Living Learning Team, contribute to external promotion of the program.
- Contribute to the refinement of wider MCM data management and outcomes reporting protocols, including leveraging learning from the Living Learning program.
- Review, develop and implement data systems in consultation with management and Shared Services.
- Drive a positive workplace culture that ensure employees are productive and can actively contribute to reach common goals. This includes working collaboratively with all program staff to develop the program for the participants.
- Ensure services are delivered within the framework of MCM's policies and procedures, legislative requirements, and meet the relevant service standards.
- Support the onboarding systems for new Living Learning employees
- Participate in, and facilitate, meetings, debriefing, supervision, training, and forums.
- Perform other duties and responsibilities, as directed by the Living Learning Manager or delegate.

KEY RELATIONSHIPS

This position may have relationships with a diverse range of MCM employees, external service providers, organisations and stakeholders within the community, with the view to providing the most appropriate and effective services and supports to the people they support. Examples of key relationships are detailed in the following table:

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|-------------------------------|---|
| Internal Relationships | <ul style="list-style-type: none"> • Employees from the Hester Hornbook Academy (HHA) • Employees from the Melbourne City Mission |
|-------------------------------|---|

- Students and parents of students at HHA
 - Victorian Government; specifically, the Office for Youth, DET and DPC
 - A range of Victorian youth service providers
 - Data analysis consultants
 - Program partners and investors
- External Relationships**

KEY SELECTION CRITERIA

Essential:

- Tertiary qualification in data analytics or a relevant discipline.
- A high level of mathematical and analytical ability.
- Demonstrated experience in;
 - Collection, analysis and presentation of data;
 - Managing data sets, including sorting relevant and irrelevant data;
 - Generating clear, concise reports from complex data sets;
 - Using data to refine and test ideas;
 - Using digital platforms (e.g. PowerBI, Tableau etc.) to provide visual data reporting.
- Sound understanding of the principles of good governance in relation to data integrity and all areas of applicable legislative compliance.
- Ability to foster and manage positive relationships with key stakeholders, including Victorian Government, investors, senior management, managers, peers and team members.
- High level computer literacy, including proficiency in using databases and client management systems.
- Outstanding organisational skills, with the ability to manage a multi-task workload in a fast-paced environment.
- Excellent written and verbal communication skills, including the ability to present to and actively engage audiences.
- Proven flexibility, adaptability and able to respond and adjust easily to change in work demands.
- Ability to work autonomously and as part of a team.
- Satisfactory completion of safety screening including a National Police check, International Police check (if required), a current Victorian Working with Children Check (Employee), current Victorian Drivers Licence, and the right to work in Australia.

Desirable:

- Experience with Power BI or equivalent data reporting and visualisation platform

ORGANISATIONAL REQUIREMENTS AND COMMITMENTS

Workplace Health & Safety:

MCM’s strategy is to create a working environment in which we have zero tolerance for compromised worker safety. As an employer we endeavour to provide a working environment that is safe for all employees and clients and adheres to Occupational Health & Safety regulations as an employer.

As an employee, you also have Occupational Health & Safety responsibilities as follows:

- To comply with all MCM policies related to Occupational Health and Safety in the workplace.
- Take reasonable care of your own health and safety in addition to the health and safety of your colleagues and clients who may be affected by your acts or omissions in the workplace.

Client Wellbeing and Safety:

We are committed to the safety and wellbeing of children, young people, people with a disability and other vulnerable people. We have a zero tolerance of abuse and neglect of all vulnerable people and are committed to actively contributing to a safe organisation in which children, young people, people with a disability and vulnerable people are protected from violence, abuse and neglect. All employees are required to comply with the Child Safe Standards.

Operational Accountability:

MCM is committed to operating efficiently, ethically and remaining operationally and financially sustainable.

As an employee you are expected to operate within the requirements of our accreditation, registrations, delegations and work responsibilities as detailed in our various policies and procedures, Code of Conduct and regulatory guidelines.

COMPLIANCE

As an employee, you are expected to comply with the following:

- Comply with and actively support all position, division and organisational policies and procedures.
- Satisfactory completion of safety screening including a current Working with Children check, National Police check, International Police check (if required), and the right to work in Australia.

LEADERSHIP CAPABILITY FRAMEWORK

In addition to the key selection criteria, applicants should be able to demonstrate the following attributes:

KEY AREA	BEHAVIOURAL CAPABILITIES
PARTNERSHIPS	<p>Customer Focused</p> <p>We do our best work when we understand people, and enable them to direct their own lives. We partner with others to provide access to what they need locally.</p>
PARTNERSHIPS	<p>Influence & Persuasion</p> <p>Delivers a compelling message to gain support for ideas or projects. Acts to influence outcomes for the benefit of the people we work with.</p>

PARTNERSHIPS	Credibility & Integrity Establishes credibility and trust in the eyes of clients, colleagues, regulators, funders and partners. Is recognised being principled and as having expertise as a leader.
REPUTATION	Provable Results Is accountable. Delivers measurable outcomes. Driven and energetic; striving to meet targets and quality outputs for customers and colleagues.
REPUTATION	Doing the Right Thing Manages resources wisely to deliver sustainable value for service users and those who contract those services. Looks to reduce waste and duplication of effort.
REPUTATION	Doing Our Best Follows a 'right first time' approach. Sets and expects high standards as a mark of MCM's reputation.
PEOPLE	Challenge & Change Forward thinking. Challenges the status quo and looks for innovative solutions to how MCM can make a positive difference.

OUR VALUES

Employees are expected to commit to and demonstrate MCM's values:

Together We are inclusive and accepting of difference.
We work in highly effective teams and our people are connected across our organisation.
We engage proactively with others to deliver outcomes.

Courageous We speak up constructively in line with our convictions.
We pursue our goals with determination.
We are passionate about our advocacy role.

Curious We are inquisitive and ask why.
We challenge the status quo.
We actively explore the alternatives.

Open We are transparent and have genuine, honest interactions.
We listen and hear people's voices.
We value and respect the autonomy of clients.
We trust one another.

Accountable We act safely in all our interactions.
We manage within our financial and resource boundaries.
We own our outcomes and decisions.
We are proud of the work that we do.

