

| <b>POSITION DESCRIPTION</b>  |                                     |
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| <b>POSITION DETAILS</b>  |                                     |
| <b>POSITION TITLE</b>  | Reporting Analyst                   |
| <b>REPORTING STRUCTURE</b>   | Manager AFVLS-Djirra Legal Services |
| <b>POSITION DIMENSIONS (BUDGET)</b>  | 2/3 days a week                     |
| <b>PURPOSE - Why does this position exist?</b>   |                                     |
| <p>The Aboriginal Family Violence Legal Service (AFVLS) is a program of Djirra. AFVLS provides legal and non-legal assistance and facilitates access to justice for Aboriginal and Torres Strait Islander people who have experienced family violence or sexual assault. AFVLS operates a culturally safe, trauma informed, holistic and intensive client service model. Clients are assisted by Lawyers and Paralegal Support Workers to access a variety of legal, social, psychological, cultural, health and other support services to address their complex needs and issues.</p> <p>In 2017, Djirra initiated an internal design, monitoring and evaluation capacity building program across its community development programs and AFVLS. An evaluation needs assessment was conducted for AFVLS. This position has been created in response to the needs assessment, the increasing internal and external reporting requirements and organisational commitment to build an evidence base to support service design, improvement and advocacy.</p> <p>This role focuses on the management of multiple data base and systems, including but not limited to:</p> <ul style="list-style-type: none"> <li>• the CLASS database (Community Legal Assistance Services System)</li> <li>• SHIP</li> <li>• TRAM and;</li> <li>• improving data collection, analysis and internal and external reporting processes.</li> </ul> <p>The role will also contribute to the broader AFVLS outcomes and monitoring and evaluation framework.</p> |                                     |
| <b>RESPONSIBILITIES</b>  |                                     |
| <ul style="list-style-type: none"> <li>• Administrate and implement CLASS data standards and oversee all AFVLS data integrity and quality</li> <li>• Develop user friendly tailored guidance and lead induction and ongoing training in CLASS and other databases</li> <li>• Travel to regional offices on a regular(minimum monthly) basis to provide support and training in CLASS and other data bases</li> <li>• Extract data and compile reports for external and internal purposes, from various primary and secondary data sources, including databases and data systems, using best practice data management and reporting standards and guidelines</li> <li>• Identify, analyse, and provide insights on trends or patterns in complex data sets and reports</li> <li>• Translate data for dissemination to a variety of internal and external audiences and link data to service planning, improvement and advocacy</li> </ul>   |                                     |

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| <ul style="list-style-type: none"> <li>• Consult with Manager of Legal Services and Head of Client Services and Programs about findings, trends and identified shortcomings in data collection and Funding and Service Agreement (FASA) requirements</li> <li>• Identify current shortcomings in data collection and reporting and devise solutions to enhance reporting and information management systems and/or processes</li> <li>• Design, and develop new data collection tools and improve processes around client intake, client feedback.</li> <li>• Contribute to develop an AFVLS program logic and monitoring and evaluation framework</li> <li>• Build and maintain relationships with relevant stakeholders across the sector (e.g. funding agencies) in relation to data and service planning requirements, tools and best practice.</li> </ul> |  |
| <b>DECISION MAKING AUTHORITY</b>   |  |
| All decision making in consultation with Manager Legal Services Recognise when to escalate to the Legal Services Manager   |  |
| <b>KEY INTERACTIONS</b>  |  |
| <p><b>Internal:</b><br/>Legal Services Manager<br/>Managing Lawyers<br/>Head of Client Services and Programs<br/>Monitoring, Evaluation &amp; Learning Manager<br/>AFVLS lawyers and paralegal support workers.</p>  | <p><b>External:</b><br/>Other agencies relevant to sector data standards and best practice</p>   |
| <b>KEY SELECTION CRITERIA (KSC)</b>  |  |
| <b>QUALIFICATIONS</b>  |  |
| <p><b>Essential:</b><br/>Tertiary qualifications in computer science, data science, statistics or related field</p>  | <p><b>Desirable:</b></p>   |
| <b>EXPERIENCE</b>  |  |
| <p><b>Essential:</b><br/>Previous professional experience in a similar or relatable environment (e.g. community legal service, community services)<br/>Experience interacting with and using data capture systems<br/>Ability to work with disparate databases and systems to design and build reports<br/>Demonstrated skills in use of reporting and data analytic tools<br/>Demonstrated experience in determining standards and maintaining data integrity throughout the reporting process<br/>Excellent analytical capacity and ability to translate data for dissemination to a wide variety of audiences<br/>Demonstrated skills in data visualisation and presentation to diverse audiences</p>   | <p><b>Desirable:</b><br/>Experience with CLASS &amp; SHIPP database<br/>Experience developing program logics/theories of change and monitoring and evaluation frameworks<br/>Service/Program evaluation experience<br/>Experience working with Aboriginal and Torres Strait Islander communities</p> |



**POSITION DESCRIPTION**  
**DJIRRA**

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| <p>Demonstrated experience in service model engagement and ability to think critically informed by an understanding of service models</p> <p>Demonstrated knowledge and understanding of Aboriginal and Torres Strait Islander communities and ability to demonstrate cultural safety and cultural respect</p> |  |
| <p><b>COMPETENCIES</b></p>   |  |
| <p><b>TECHNICAL COMPETENCIES</b></p>   |  |
| <p><b>GENERIC COMPETENCIES</b></p>   |  |
| <p>Good interpersonal skills, ability to articulate clearly both verbally and in writing</p> <p>Strong analytical and problem solving skills</p> <p>Flexible, easy going with a “can do attitude” and able to work within general supervision and general direction</p>  |  |