



Position description

Data & Systems Administrator

About us

Community Gateway formed in 1976 and is a child-safe organisation that provides welfare and capacity building programs. Our services are aimed at alleviating disadvantage. We are person-centred, values-driven, are committed to social justice and to the financial and social inclusion of every human being.

We are proud to say that Community Gateway is a registered charity that holds QIP accreditation, assessed against the *Quality Improvement Council Health and Community Services Standards 7th Edition*.

We are an equal employment opportunity employer. We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

Our vision

Many tracks, one road, sustaining community

Strategic priorities

- Leadership
- Strategic growth
- Social impact

Our values

- Vision
- Respect
- Commitment
- Integrity
- Innovation

Our practice framework

Community Gateway's purpose and practice framework demonstrates our commitment to our clients and the communities we serve. The framework ensures that our practice is evidence-based and is responsive to the needs of our communities, enabling positive social impact. The elements of our framework include:

- Creating social impact
- Designing our services
- Enhancing access
- Responding to need
- Delivering quality services
- Measuring outcomes
- Support our work

Our services

Community Gateway delivers a range of programs funded recurrently through state and commonwealth government, fee for service and philanthropic grants.

Finance programs

Community Gateway delivers financial inclusion programs in outreach locations across the Far North Coast, such as NILS no interest loans, budget counselling and Tax Help.

NSW financial inclusion

Our state-wide NSW financial inclusion aims to promote and support financial inclusion services throughout NSW. This service facilitates the NSW Financial Inclusion Network.



Homelessness programs

Community Gateway Helping Hands service delivers case management for Aboriginal people who are homeless or at risk of homelessness, in partnership with the Far North Coast Aboriginal Alliance and the Far North Coast Homelessness Alliance.

Child and adolescent trauma counselling

Provides counselling services for children and adolescents who have or are experiencing the impacts of trauma.

Adult trauma counselling

Our Reaching Out sexual assault service provides counselling for adult survivors of sexual assault.

Community Hub

We are the Community Hub for Lismore, providing direct welfare assistance from our shop front and through our outreach programs across the Far North Coast. These services include intake, assessment, information, assisted referral, showers, washing machine, community pantry, Backpack Beds.

Emergency relief

Our First Step emergency relief service is delivered through our shop fronts and outreach locations at Lismore, Casino, Kyogle, Murwillumbah, and Byron Bay. We provide energy vouchers, food, fuel, and pharmaceutical assistance.

Volunteer management

Increases opportunities for people to participate in social and economic life for the broader community through volunteering. We do this by building effective volunteering practices and opportunities within organisations and communities, increasing volunteer diversity and improving access to volunteering information. We provide access to training, development and resources to volunteers and the organisations that want to use them, supporting best practice in volunteer management.

Community visitors

Our Community Visitors Scheme links volunteers with aged people residing in an aged care facility or living in their home supported by a home care package.

Rainbow Region Kids

Provides accredited before school care, after school care and vacation care across 6 locations. Developed with the 'my time our place' framework, this service provides government subsidised outside school hours childcare for school aged children.

Connecting Families

Connecting Families works with vulnerable families to support and develop skills regarding parenting, attachment and emotional or behaviour management. We aim to establish a stable platform from which families can develop healthy, nourishing connections. Our service is tailored to suit the individual needs of each family. Our flexible supports and resources are delivered from our custom-designed facilities, session rooms and in families' own homes. The program adopts the Parents under Pressure curriculum, exploring key life areas relating to attachment and emotional management such as health and well-being, building support networks, parental identity, engaging children in play, mindful parenting, relational skills, and managing addictions.



Position overview

Details

Position Title

Data & Systems Administrator

Branch

Business Support

Reports to

Manager, Business Support

Award

Social, Community, Home Care and Disability Services Industry Award 2010 (SCHCADS)

Level

SCHCADS 4

Benefits

- Salary packaging
- Paid bonus leave during the Christmas shutdown

Hours

35 hours per week.

Probationary period

Six months.

Summary

The Data & Systems Administrator will work as part of a team with the IT systems Administrator across all aspects of the organisations data and information technology systems. The position requires a passion for data and experience in data storage and maintenance. The position is responsible for the implementation of data management systems that enable reporting to funding bodies and working with the IT administrator to the implement IT systems that enable the monitoring and provision of seamless service delivery.

This position can be undertaken remotely with a requirement to work from our Lismore office one week per month.

Selection criteria

Essential

1. Tertiary qualifications in a field related to the position and/or substantial work experience.
2. Sound knowledge of databases, importing and exporting data, and building complex queries and reports. Experience with extracting and manipulating data in a SQL server environment will be considered.
3. Demonstrated skills in analysing data and developing insights which can be applied and utilised.
4. Demonstrated ability in improving process and quality.
5. Knowledge of a wide range of computer systems software, applications, hardware, networking and communications.
6. Proven ability to work to a high standard and with an eye to detail, working under own initiative to strict deadlines.
7. Sound stakeholder liaison skills.

Desirable

Knowledge of integrating and maintaining the following systems:

- My Recruitment Plus, DoneSafe, Go1
- ChilliDB CRM, Myxplor
- Microsoft Office 365, SharePoint, Power Automate, Active Directory, MS Report Builder.

Additional requirements

1. A current NSW Drivers licence.
2. National Criminal Records check.
3. Evidence of full COVID vaccination.



Purpose and values

- Actively support Community Gateway's vision, strategic priorities and values.
- Behave in a way that contributes to a workplace that is free of discrimination, harassment and bullying behaviour at all times.
- Operate in line with Community Gateway's policies and procedures.
- Promote and work within Community Gateway's practice framework.
- Operate within legal and regulatory framework.
- Positively promote a performance-based and collaborative culture.
- Embrace the organisation's continuous improvement ethos.

Key accountabilities

- Develop and assist to implement a digital transformation strategy.
- Integrate third-party vendor applications into the organisation's software ecosystem.
- Development and review data reports in line with the database and protocol.
- Database Validation – perform data review and cleaning of data collected.
- Ensure that the right data is available for end users to produce high quality, timely data driven analysis, insight and content.
- Provide training to staff and managers.
- Engage with external and internal stakeholders to gather organisational requirements and understand the context of data and associated processes and to identify gaps in existing information provision and the opportunities for new datasets to support organisational decision making and operations.
- Enhance the user experience across all internal and external systems.
- Create and manage digital forms, checklists, and workflows in SharePoint and other systems.

- Network and PC installation and support for staff and volunteers.
- Maintain server, backups/disaster recovery, firewalls, and PC security systems.
- Solve issues with Windows Desktop, Active Directory, Microsoft Office, Apple applications and other third-party systems.
- Enable automated email alerting and notifications.
- Develop standard operating procedures (SOPs) for system upgrades, backups, and maintenance.
- Develop training documentation and record video tutorials to enable knowledge transfer.
- Contribute to and apply a style guide for digital applications.
- Manage approved identity and access controls.
- Troubleshoot staff IT issues.
- Actively contribute to increasing digital literacy across the organisation.
- Facilitate staff upskilling in digital systems.

Professional accountabilities

- Actively participate in regular supervision sessions.
- Contribute as part of a team.
- Meet agreed work plan and/or branch funding body targets.
- Actively participate in all team and branch meetings, whole of organisation meetings and individual work plans which support strategic outcomes.
- Willingness to develop new skills and knowledge for personal and organisational development.
- Contribute to the development of the Community Gateway, through participation in organisation-wide planning and review process, performance planning reviews and other activities as required.
- Positively and constructively represent our organisation to external contacts at all opportunities.



- Communicate appropriately in a range of contexts.
- Work collaboratively with the IT Administrator as an effective team.

For office use only

Version 2

CEO approval [8/05/2022]