

## POSITION DESCRIPTION

<b>Position Title:</b>	Data Officer
<b>Business Unit/Department:</b>	Administration
<b>Division:</b>	Drug Health Services
<b>Award/Agreement:</b>	Victorian Public Health Sector (Health & Allied Services, Managers & Administrative Workers) Single Interest Enterprise Agreement
<b>Classification:</b>	Grade 2 or Grade 3 (depending on experience)
<b>Reports To:</b>	Data & Analytics Manager – Drug Health Services
<b>Direct Reports:</b>	None
<b>Date Prepared/Updated:</b>	1 May 2025

<b>Position Purpose</b>
<p>Western Heath's Drug Health Services oversees a suite of state-funded Alcohol and Other Drug (AOD) programs, comprising both residential and non-residential services. The Data Officer will assist in maintaining data to inform service planning, highlight performance issues, oversee State Government reporting requirements and manage stakeholder relationships. Reporting to the Data &amp; Analytics Manager, the Data Officer role occupies a strategic place in supporting Drug Health Services to optimise performance while ensuring that we provide Best Care at all times. All state-funded community programs report into the Victorian Alcohol and Drug Collection (VADC) via the HMS Software system on a monthly basis. The Data Officer is responsible for cleaning, extracting and submitting data to the VADC and other DH areas, as well as assisting in feeding back performance data to the various program areas, ensuring data integrity, compliance and contributing to quality assurance. This role will also assist the submission of data for WIDAN Consortium Partners. The role relies on an advanced understanding of information technology, client/patient management systems and data analysis, clear and appropriate communication skills and ability to liaise with stakeholders from an array of different program areas (i.e. from frontline clinical staff, to Department of Health and Human Services representatives).</p>
<b>Business Unit Overview</b>
<p>Drug Health Services is one of the most diverse specialist agencies in Victoria for the management of substance use, providing a range of residential and non-residential community and hospital-based alcohol and other drug treatment programs.</p> <p>The service caters to people across the development lifespan, with youth and adult programs, as well as specialist programs for women and for people with co-morbid AOD and mental health care needs.</p> <p>As well as community AOD programs, we offer Addiction Medicine Services to the community and within the Western Health hospital in-patient network.</p> <p>The service is committed to harm reduction as a guiding principle of practice, enabling clients to determine the pace and type of change they are seeking. This takes place within a robust governance environment, where treatment options are evidence-based and matched to presenting need.</p>

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Key Responsibilities
<ul style="list-style-type: none"> <li>Assist in preparing reports for Drug Health Services (DHS) Management by extracting, collating, and presenting data related to service trends, program performance, and monitoring requirements using standard tools and reporting systems.</li> <li>Contribute to the preparation and updating of data reporting dashboards in Power BI by assisting with data entry, formatting, and validation.</li> <li>Support the monthly submission of Victorian Alcohol and Drug Collection (VADC) data for DHS programs and consortium partners, including WIDAN and Grampians.</li> <li>Carry out routine reporting tasks, including weekly, monthly, quarterly, and annual data requirements.</li> <li>Assist in identifying and resolving data integrity issues by reviewing error reports, communicating with relevant program areas, and supporting data correction and resubmission processes.</li> <li>Contribute to quality improvement activities by supporting accurate and consistent data management practices.</li> <li>Participate in system maintenance activities such as software testing and updates to ensure compliance with VADC data set specifications.</li> <li>Work with external software vendors (e.g. HMS) to help ensure the system supports accurate data entry and reporting.</li> <li>Assist with communication between DHS and internal software teams (e.g. EMR, REDCap, iPM) to support the smooth functioning of data systems.</li> <li>Maintain communication with internal and external stakeholders, as appropriate to the role.</li> <li>Assist with maintaining and updating user guides and information to support staff in the effective use of DHS data systems.</li> <li>Support staff training activities related to data systems such as HMS, EMR, REDCap, and iPM.</li> <li>Provide basic helpdesk support to DHS staff for system use and data-related queries.</li> <li>Support data reporting activities outside of HMS systems as required.</li> <li>Perform other duties as directed, consistent with the role and responsibilities of a Data Officer.</li> </ul> <p>In addition to the key responsibilities specific to your role, you are required to deliver on the <a href="#">Key Organisational Accountabilities</a> which are aligned with the Western Health strategic aims.</p>
Key Working Relationships
<p><b>Internal:</b></p> <ul style="list-style-type: none"> <li>Western Heath Drug Health Services Staff</li> <li>Western Health ICT Services</li> <li>Health Information and Performance Unit</li> </ul> <p><b>External:</b></p> <ul style="list-style-type: none"> <li>WIDAN Consortium Partners</li> <li>Grampians Consortium Lead Agency</li> <li>Department of Health and Human Services</li> <li>Health Management Solutions (HMS)</li> </ul>
Selection Criteria
<p><b>Essential:</b></p> <ul style="list-style-type: none"> <li>High-level of proficiency in the use of Microsoft Office suite, specifically Microsoft Excel</li> <li>Excellent interpersonal and written skills and ability to communicate effectively with internal and external stakeholders including the ability to effectively consult and advise managers and staff to achieve organisational goals.</li> <li>Sound ability to perform reporting activities, identify issues and communicate options and solutions.</li> <li>The ability to use computer-based tools and techniques to model, interpret and report performance related data and information.</li> <li>Experience in delivering system support &amp; learning in one-to-one and group environments and preparing training material</li> </ul>

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- Demonstrated ability to deal with confidential data
- Ability to work autonomously and to work collaboratively with a multidisciplinary team
- Ability to understand and interpret VADC Data Specifications and translate to clinical staff

**Desirable:**

- Prior experience working within a public health and/or Alcohol and Other Drug service system
- Prior experience with HMS, Harrison and or experience with other Data Systems such as iPM, EMR, REDCap, Power BI.

### Additional Requirements

All employees are required to:

- Obtain a police/criminal history check prior to employment
- Obtain a working with children check prior to employment (if requested)
- Obtain an Immunisation Health Clearance prior to employment
- Report to management any criminal charges or convictions you receive during the course of your employment
- Comply with relevant Western Health clinical and administrative policies and guidelines.
- Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures
- Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health
- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

### General Information

- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

*I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.*

Employee's Name: \_\_\_\_\_

Employee's Signature: \_\_\_\_\_ Date: \_\_\_\_\_

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