headspace
National Youth Mental Health Foundation

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Position Description

Manager – Data and Reporting

Location:	National Office - Melbourne
Department:	Digital and Technology Services
Level:	EO1
Employment Type:	Maximum Term, Full time
Approved By:	Anna Hall
Date Approved:	May 2018
Agreed By:	
Date Agreed:	

1. HEADSPACE VISION

All young Australians are supported to be mentally healthy and engaged in their communities.

2. HEADSPACE MISSION

headspace collaborates to design and deliver innovative ways of working with young people to strengthen their mental health and wellbeing.

3. HEADSPACE VALUES

It is a requirement of all **headspace** positions that work will be undertaken in line with the **headspace** values as follows:

- Innovative – We have the courage to explore new ideas and take new approaches
- Collaborative – We bring the right people together to get the best result
- Inclusive – We respect and value diversity and believe everyone counts
- Achieve – We are responsive to community needs and deliver on expectations
- Passionate – We are dedicated to making a difference in the lives of young people and their families

4. POSITION SUMMARY

The Manager will have overall responsibility for the delivery, enhancement and management of the key health data applications for **headspace**: data collection systems; National Youth Mental Health

data warehouse and associated data management processes; data reporting and analytics functions; and ensuring best practice in data governance, privacy and security.

The role will provide advice to Executive Director, Digital and Technology on the future direction of the data collection and warehouse solutions that can support adaption to proactively meet the future of data analytics; and oversee the implementation of approved strategies.

Integral to this role, the Manager will be responsible for ensuring data integrity and good governance practices are in place across all client data systems.

The Manager will also manage and contribute to reporting and analytics function to meet the data and information needs of both internal and external stakeholders.

Managing a team of highly skilled technical experts, the Manager will develop a strategic plan for data systems and end to end information architecture to ensure **headspace** remains at the forefront of data technology and capability.

5. POSITION CONTEXT

The role is located within the Digital and Technology unit at **headspace** National Office, and will liaise with internal stakeholders (including but not limited to IT department, Executive, Research and Evaluation, **headspace** Centre Support teams, **eheadspace**, Digital Work and Study, **headspace** School Support) and external stakeholders, including software providers, **headspace** centres, Lead Agencies and Primary Health Networks and government. The Manager is responsible for managing a highly technical team, and working with the members to identify, analyse and deploy data solutions and systems.

The primary data collection tool is a bespoke **headspace** Application Program Interface (hAPI) (used across the network of 100 **headspace** centres). This tool is unique as it surveys and collects information from young people using **headspace** services as well as the service providers providing the clinical service across the entire network of 100 plus centres. The system is about to undergo a significant enhancement upgrade to ensure it continues to meet the needs of all stakeholders. The position will lead the technical aspect of the redevelopment.

This position will lead the technical team in the ongoing development of agile data warehouse solutions that improve access to and analysis of health data. Enabling data collected to be used to its optimal capability to support data driven decision making and analysis of youth mental health statistics and outcomes; and ultimately support better clinical practice and outcomes for young people experiencing mental health issues.

6. KEY RESPONSIBILITIES/OUTCOMES

Data strategy
- Establish and implement an organisational wide data strategy and information architecture that provides clear direction and supports the future growth objectives of **headspace**, optimising the unique data assets held.
- Manage the varied needs of external and internal stakeholders including Executive, Board, research and evaluation, **headspace** model integrity framework support functions, network of **headspace** centres, Primary Health Networks, government and others.
- Champion and support the data team of technical experts in advancing technical solutions to meet the needs of the organisation now and into the future.

Data Governance
- Review and implement appropriate data governance and risk management processes across the organisation to ensure the ongoing safety, privacy and integrity of health data collected and ensure compliance with all related privacy and health record laws, and the new Mandatory Data Breach Notification laws.

- Manage the secretariat function and report to the Data Governance Group (DGG) on all matters requiring review and oversight in accordance with the DGG terms of reference.
- Identify and introduce appropriate quality assurance processes to maintain the data integrity of systems.

Technology Management
- Oversee the data and data management systems across the organisation.
- Ensuring data solutions and systems are being implemented and maintained in line with the organisation's requirements.
- Provide direction to enable the team to clearly and effectively communicate to vendors and service providers to ensure the organisation receives adequate external support.
- Safeguard systems through the introduction of robust internal documentation processes for technical systems and all vendor contracts.
- Introduce robust quality assurance processes and audits between vendor, data teams and research/ evaluation team.
- Oversee the application lifecycle management of a number of key data applications and data warehouse technologies.
- Manage the stakeholder engagement, buy-in and communication, education and training of systems.
- Ongoing development of the headspace centre Reporting Suite using advanced Tableau reporting capabilities. Support users of the reporting solutions and reports to enable correct use of data and information.
- Data analysis and reporting of national, PHN jurisdiction and headspace centre specific reports and other data.

Communications, consultation and user experience
- Undertake regular and appropriate consultation with key users of the system to ensure buy-in, system usability, enriched user experience, resulting in improved data compliance.
- Establish a **headspace** centre User Reference Group to assist identify and improve the HAPI and reporting systems and manage customer expectations in accordance with the needs of 100+ **headspace** centres.
- Work with the different **headspace** user groups to enable their day to day business through providing useful reporting and analytics.
- Work closely with the internal Research and Evaluation team to ensure the data needs and **headspace** Minimum Data Set are met.
- Establish constructive working relationships and information exchange across the organisation.
- Represent **headspace** in data related government networks including the PMHC MDS Reference Group and others as identified.

People
- Build the **headspace** culture and engagement of our people through effective people leadership and management at both the team and individual level, including:
    - Create and maintain a responsive and respectful workplace culture that integrates the **headspace** values.
    - Ensure that staff understand what is required of them, have development plans in place and are provided with timely performance feedback.
    - Provide effective leadership to drive the performance and outputs of the team.
    - Monitor and evaluate and manage staff performance to enable individual and team professional growth and development, addressing staff performance issues as required according to documented policies and procedures.
- Manage and track team's financials.
- Mentor and manage a team of technical experts and support their day to day operational needs.
- Establish and manage people performance framework.

- Other duties consistent with the position where required and/or requested by the **headspace** Executive from time to time.

7. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

7.1 Essential

- Tertiary qualification in IT or similar.
- Evidence of a strong analytics and ICT background or data governance.
- Demonstrated understanding and application of best practices in Business Intelligence including the development and management of data warehouses, ETL processes and reporting/analytical solutions using Business Intelligence tools.
- Experience with Microsoft SQL Server, Tableau, SPSS or similar technologies
- Experience in managing and leading teams, with demonstrated capacity to allocate work tasks and monitor the performance of highly technical team members.
- Experience in liaising and corresponding with stakeholders – including the ability to elicit and effectively respond to stakeholder business and reporting requirements in a complex data environment.
- Excellent computer skills including: database and operating systems experience; solid working knowledge of current Internet technologies and technically competent with various software programs.
- Can adapt to shifting priorities, demands and timelines, with effective analytical and problem-solving capabilities.
- Strong written and oral communication skills and demonstrated ability to work effectively in a multi-disciplinary team environment; with good interpersonal skills.

7.2 Desirable

- Experience in the Not for Profit and/or public health sector.
- A broad understanding of the health service system in Australia.
- Experience with Cloud technologies, in particular Azure

8. POLICIES AND WORKPLACE PRACTICES

All **headspace** employees are required to acquaint themselves with the organisation's policies and procedures and to abide by them at all times.

It is expected that at all times, employees will:

- be respectful towards the organisation, colleagues, clients and the general public
- be cognisant with and uphold the objectives and philosophy of **headspace**
- act collaboratively with all colleagues
- act in a safe and responsible manner at all times

Commercial in Confidence

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