

POSITION DESCRIPTION

Position Title:	Insights and Analytics- Project Manager
Award:	Community Health Centre (Stand Alone Services) Social and Community Service Employees Multi Enterprise Agreement 2022
Classification:	SACS Level 5
Site:	This position is primarily based at our Central site, however, may be required to work from any BCHS site or outreach location as negotiated.
Hours per fortnight:	30.4 hours per fortnight (0.4 FTE)
Tenure:	Fixed Term to 24 December 2025
Position description developed:	May 2025
Responsible to:	Senior Leader Insights and Analytics

ABOUT BENDIGO COMMUNITY HEALTH SERVICES (BCHS)

BCHS is located across five sites in the City of Greater Bendigo, Central Victoria. BCHS has a proud 50-year history and provides more than 50 services across medical and allied health, family services, drug and alcohol, mental health, settlement services, health promotion and more, with a focus on vulnerable people and communities.

The organisation has more than 280 staff supporting people of all ages and stages of life to access quality, person-centred care. We foster a values-aligned, positive and thriving culture where staff feel safe and supported. Staff have clarity of roles and work in an environment of accountability. The success of BCHS is dependent on our staff who provide a high level of professionalism and dedication.

VISION

Better health and wellbeing across generations.

PURPOSE

Supporting you and your family to live healthy lives.

VALUES

Lived and Living Experience: We listen to understand. We value our communities, their backstories, lived and living experiences and cultures and learn from them to tailor our services.

Equity: We provide equitable and inclusive health and wellbeing services, ensuring they are culturally responsive and accessible.

People: We maintain a skilled, engaged and professional workforce, including people with lived experience, and enable a culture of continuous learning.

Partnership: We understand trust and partnerships are key to achieving our purpose. We listen and learn - and share our knowledge and expertise in collaboration and co-design with our community, ensuring we are providing local solutions to community need.

Integrity: We uphold the values of the Universal Declaration of Human Rights and approach all we do with kindness and respect. We are ethical in all we do.

TEAM ROLE

The Insights and Analytics team harness the power of data, evidence and lived experience to generate innovative, practical, and consumer-centred insights that improve the health and wellbeing of the populations we serve. The team has two primary focus areas:

- **Data analytics:** Leading cross-organisational efforts to better capture, collate, analyse and visualise data that we capture to inform the delivery of more effective, efficient and high-quality services.
- **Lived experience:** Leading cross-organisational efforts to centre consumer/ carer and lived and living experience in all aspects of planning, program delivery and evaluation.

POSITION ROLE

The role will manage the completion of a project for the Loddon region and will support the broader implementation of the Mental Health and Wellbeing Workforce Capability Framework across Victoria. The Framework, also known as 'Our workforce, our future', sets out the skills, knowledge and ways of working that the workforce will require in the new integrated and responsive mental health and wellbeing system.

The project will specifically focus on the development and implementation of a survey to assess the capabilities of the mental health workforce from the perspective of consumer and carers who have accessed the service. The results of this survey and other data will be analysed and collated to form an overall picture of needs, which will form part of the project deliverables.

The successful applicant will be required to work with all stakeholders involved in the project, meet project deadlines, develop and implement the survey, provide updates as required, and write all the required reports, including the final report and case study, ensuring all project requirements are met.

POSITION RESPONSIBILITIES

The responsibilities of the position are:

- Responsible for the day-to-day management of the Mental Health and Wellbeing Workforce Implementation Framework project for the Loddon region.
- Responsible for the completion of all reports, including the final report, case studies and updates to project stakeholders.
- Responsible for the development of the consumer and carer survey, including holding consultations, training on the use of the survey, communication and marketing and support in the analysis of results.
- Responsible for the continual development and review of the plan as needed and ensuring the project meets its milestones and delivery dates.
- Responsible for managing the collaboration and liaison with stakeholders.
- Other duties as directed.

KEY SELECTION CRITERIA

Essential

1. Demonstrated experience and skills in project management.
2. Demonstrated ability to work in an integrated way with key stakeholders.

3. Demonstrated ability to write reports and case studies.
4. Demonstrated experience in working with consumers/carers and the principles of co-design.
5. Excellent communication and interpersonal skills.
6. Advanced skills in the use of Microsoft Office, Teams and MS Forms.
7. Commitment to the organisational values of Bendigo Community Health Services.
8. A current employee Working with Children Check and Driver's Licence.
9. The successful applicant will also be required to undertake and complete a Satisfactory National Police Check.

Desirable

1. An understanding of the mental health sector.

PROBATIONARY PERIOD

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

STAFF REVIEW & DEVELOPMENT (SRD)

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the position role and responsibilities and key selection criteria in addition to the relevant team plans and the following performance indicators.

Position Performance:

Demonstrate achievement of negotiated performance indicators specific to your position.

- Adhere to and manage project timelines, milestones and budgets.
- Work with funding body to collect and collate project data and report as per agreed schedule.
- Coordinate and communicate with stakeholders as needed to deliver the project.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with the BCHS privacy and confidentiality procedures.

Communication and Teamwork:

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff and with consumers.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within a team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues.
- Demonstrate alignment and integration of practice according to BCHS' vision, values, and strategic directions.

Self-Management:

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career and industry.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

Administration and Documentation:

Through the use of the BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

Learning:

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and teamwork plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and others.

DIVERSITY AND CULTURE

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

CHILD SAFETY

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children reach their individual potential.

OTHER ESSENTIAL REQUIREMENTS

Staff will:

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

BCHS believes that “Quality is everyone’s business, safety is my responsibility”

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

OTHER INFORMATION

- Salary packaging would be available to the successful applicant. (REMOVE IF CASUAL)
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an equal opportunity employer.
- All BCHS sites are smoke and vape free workplaces.
- BCHS has a commitment to environmental sustainability.

