

POSITION DESCRIPTION

POSITION TITLE	Mental Health Data and Quality Coordinator		
POSITION OVERVIEW	The Mental Health Data and Quality Coordinator supports project administration, data management, and commissioning preparation within mental health programs. This role works closely with team leaders on the coordination of quality projects, including the development and maintenance of handbooks, procedures, and document management, while ensuring compliance with organisational and regulatory standards. The coordinator also manages program data, assists with rostering, and acts as a backup for referral officers when required.		
CLASSIFICATION	SCS Level 4	SERVICE AREA	Mental Health
EMPLOYMENT STATUS	<input checked="" type="checkbox"/> Full time <input type="checkbox"/> Part time <input type="checkbox"/> Casual	HOURS PER WEEK	38
LOCATION	Bowes Place		
IMMEDIATE MANAGER	Team Leader, Mental Health Compliance and Operations		
INDUSTRIAL AGREEMENT	Woden Community Service Limited Enterprise Agreement 2024		
REPORTING RELATIONSHIPS			
NO OF DIRECT REPORTS	0	NO OF INDIRECT REPORTS	0
KEY RELATIONSHIPS			
INTERNAL	Mental Health Team Leaders, Referrals Officers, Corporate Services, Mental Health Line Staff		
EXTERNAL	Capital Health Network, ACT Health, Canberra Health Services, other ACT Government Departments, Mental Health Peak Body, Service Users and Carers and Funding Bodies.		
KEY ACCOUNTABILITIES			
<ul style="list-style-type: none"> ▪ Provide project administration support, including coordinating tasks, timelines, and maintaining organised records to ensure projects are completed efficiently. ▪ Assist with the development, maintenance, and management of program handbooks, procedures, and other key documents to support compliance and operations. ▪ Collect, manage, and analyse program data to generate actionable insights, ensuring data integrity and compliance with reporting standards. ▪ Prepare accurate and timely reports for internal and external stakeholders to support decision-making and organisational goals. ▪ Assist in commissioning preparation by gathering data, organising documentation, and aligning with compliance, regulatory, and accreditation standards. ▪ Support team leaders with rostering and schedule approvals for the pay period, ensuring timely and efficient processes. ▪ Act as a backup for the referrals officer, managing client referrals and ensuring accurate processing in line with program guidelines. ▪ Provide administrative support for meetings, including scheduling, minute-taking, and tracking follow-up actions. 			

- Engage in continuous improvement initiatives, identifying and implementing solutions to improve processes and outcomes.
- Maintain confidentiality and privacy standards, exercising discretion in handling sensitive information.
- Actively participate in staff and team meetings, contributing as an effective team member to achieve organisational goals and timeframes.
- Ensure your safety, the safety of the community, service users and your colleagues by following the WCS Work Health and Safety Policy and Procedures at all times
- Foster a culture where everyone is valued, respected and recognised by applying workplace diversity and equity principles
- Apply National Principles for Child Safe Organisations.
- Perform other duties as directed by the Manager to meet organisational and program needs.

EXPERIENCE & QUALIFICATIONS

Essential	<ul style="list-style-type: none"> ▪ Certificate IV in Business Administration, Community Services, and/or related experience in data management or mental health field. ▪ ACT Working with Vulnerable People registration. ▪ National Police Check. ▪ Strong organisational and time management skills. ▪ Proficiency in Microsoft Office Suite (especially Excel), CRM systems, and reporting portals. ▪ Demonstrated ability to analyse data and generate clear, actionable reports. ▪ Excellent communication skills, both written and verbal. ▪ Demonstrated understanding of professional boundaries, privacy and confidentiality..
Desirable	<ul style="list-style-type: none"> ▪ Experience in commissioning or accreditation support. ▪ Knowledge of mental health program standards and compliance requirements.
Other	<ul style="list-style-type: none"> ▪ Ability to work outside normal business hours if required. ▪ Current driver's licence. ▪ Demonstrate at all times commitment to WCS' Purpose and Values, and follow the WCS Code of Conduct. ▪ Ongoing employment is subject to a satisfactory Police check and maintaining a current ACT Working with Vulnerable People registration.

Document History	Original: December 2024	Revised:	Version: V1.2
Employee's name		Signature	
		DATE	