

## POSITION DESCRIPTION

### Business/Data Analyst

<b>Role</b>	Business/Data Analyst
<b>Employment Type</b>	Full Time
<b>Reporting to</b>	Technology Manager
<b>Direct Reports</b>	Nil
<b>Employment Fraction (FTE)</b>	1.0 FTE
<b>SCHADS Award Classification Level</b>	Level 5
<b>Location</b>	Hybrid – working from home and at Mental Health First Aid International Head Office, Melbourne CBD.

## 1. Our organisation

Mental Health First Aid International (t/a MHFA Australia) is a global health promotion charity dedicated to the provision of evidence-based education programs that increase mental health literacy, reduce stigma, and help people develop the skills they need to encourage people to seek professional help.

MHFA courses teach members of the public how to provide initial help to a person who is developing a mental health problem, experiencing a worsening of an existing mental health problem or in a mental health crisis. The first aid is given until appropriate professional help is received, or the crisis resolves.

We support a global movement across 30 countries of organisations dedicated to prevention and early intervention to reduce the impact of psychological distress and mental health problems in families, communities, educational settings, and workplaces.

We are purpose driven and focussed on impact.

We are committed to health equity and to supporting priority need populations.

We exist to change and save lives every day.

## **2. Position Overview**

Under the direction of the Technology Manager, the Business/Data Analyst will help support and drive MHFAI's business and client management information systems. Focused on technology and business systems this role will concentrate on:

- systems configuration optimisation
- assisting with the development of a data warehouse
- data integrity
- business intelligence and reporting
- training end users and development of user manuals as required
- liaison with operational areas to help inform ongoing improvements
- assistance in implementations of new systems
- other duties as required to support MHFAI's goal to attain excellence in the provision of information management and systems across the organisation.

How the role is performed is just as important as what is included in the role. The role is underpinned by our Guiding Principles.

### **Quality Assurance Compliance**

As part of your role with MHFAI you are required to actively support and uphold our commitment to quality as defined by our organisation's standards.

Key responsibilities include:

#### **1. Quality Compliance and Standards Adherence**

- Ensure all tasks are performed in alignment with established quality standards, protocols, and best practices specific to MHFAI.
- Maintain compliance with regulatory requirements and internal quality procedures at all times.

#### **2. Commitment to Continuous Improvement**

- Identify and report opportunities for quality enhancements, proactively participate in training programs, and seek out ways to elevate service and product standards.

#### **3. Client-Centred Quality Assurance**

- Engage in practices that prioritise client (both internal and external) satisfaction and consistently aim to exceed quality expectations, contributing to a positive experience for all.

#### **4. Accountability and Ownership of Quality**

- Take personal responsibility for the quality of work, actively seek guidance as needed, and address any issues that may impact quality outcomes in a timely manner.

### **3. Key Selection Criteria**

#### **Qualifications**

1. Project Management and/or Tertiary qualifications in a relevant field (Accounting, Technology).

#### **Essential Skills and Knowledge**

1. A minimum of 5 years' experience working as a business and/or data analyst.
2. Proven analytics skills, including mining, evaluation, and visualisation.
3. Proven experience in data integration and data transformation.
4. Strong SQL and Excel skills, with aptitude for learning other analytics tools.
5. Experience with database and model design.
6. Demonstrated programming experience.
7. Experience in running projects across all stages of the project life-cycle.
8. Experience in client journey and process mapping.
9. A proven ability to write training program documentation.
10. High level of interpersonal skills, relationship building and networking.
11. High level written and verbal communication skills with the ability to consult and collaborate with a diverse range of stakeholders.
12. Strong analytical skills.
13. Ability to work independently and show initiative under pressure, work on multiple complex projects, be highly organised and adaptable and meet deadlines.
14. High level problem solving skills and attention to detail and accuracy with tasks.
15. Strong interpersonal and stakeholder management skills.

#### **Desirable Skills and Knowledge**

1. A commitment to evidence-based practice in mental health.
2. Experience in working with ETL tools.
3. Experience in working with Snowflake.
4. Experience in working with Power BI and/or Tableau.
5. Experience in working in the Health industry.
6. Experience in working in the not-for-profit sector.

## 4. Employment Conditions

The below are conditions of employment for all roles.

- Demonstration of a non-stigmatising attitude towards mental illness.
- An understanding of, and an interest in, mental health issues. Familiarity with mental health terminology, and a willingness to complete a Mental Health First Aid course.
- A full unrestricted Australian work permit or visa.
- A National Police Check is required to be obtained upon appointment to the role and every three years thereafter.
- Working with Childrens Check required.

### **ACKNOWLEDGEMENT OF POSITION DESCRIPTION**

This position description may be subject to change as the organisational policies, procedures and plans are reviewed and updated over time.

As the incumbent for this position, I have received a copy of the Position Description and have read and understood its contents and agree to work in accordance with the requirements of the position.

I understand and accept that I must also comply with the policies, procedures, guidelines, and systems of Mental Health First Aid International.

**Employee Name:**

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**Employee Signature:**

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**Manager's Name:**

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**Manager's Signature:**

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**Date:**

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It is not the intention of the Position Description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position. The aspects mentioned in this document may be altered in accordance with the changing requirements of the role.