

	Position Title: Client Information Systems – Help Desk Coordinator		Team: Organisational Effectiveness		Region: Central, Richmond
	Supervisor: Senior Manager Client Information Systems	Delegations and Authorities: In Line with Delegations Policy	Band: BM 6.1 – 6.3	Date Completed: October 2019	

ORGANISATIONAL INFORMATION

OUR VISION AND FOCUS		ROLE CONTEXT	
<p>All children should have a good childhood, growing up feeling safe, nurtured and with hope for the future.</p> <p>Berry Street chooses to work with children, young people and families with the most challenging and complex needs. We work across metropolitan, regional and rural Victoria.</p> <p>To achieve our Vision, Berry Street delivers a wide variety of programs, from those aimed at strengthening families and communities through to those that focus on helping people recover from the trauma of violence, abuse and neglect.</p> <p>We also engage government, other community organisations and the general public in child-focussed advocacy and knowledge sharing.</p>		<p>Berry Street has a suite of client information systems utilised across various programs and services. The <i>Client Information Systems – Help Desk Coordinator</i> will provide vital system administration support to the suite of client information systems, over-the-phone and email advice and support to staff and will assist with ensuring system data and information quality is of a high standard.</p>	
OUR VALUES		PRIMARY OBJECTIVES OF THE ROLE	
<p>Berry Street expects all staff to apply these Values in all aspects of their work.</p> <p>Courage: To be the best we can be and to never give up</p> <p>Integrity: Expect a personal and organisation commitment to honesty</p> <p>Respect: Acknowledge the importance of each person's heritage, traditions, identity, needs and aspirations</p> <p>Accountability: Be responsible for our own actions</p> <p>Working Together: Work with our clients, each other and our colleagues to share knowledge, ideas, resources and skills.</p>		<p>The Client Information Systems – Help Desk Coordinator will:</p> <ul style="list-style-type: none"> • Manage the Client Information System Help Desk, and provide over-the-phone support and advice to staff • Work collaboratively with the Knowledge & Outcomes department, People & Culture and the IT team to embed compliant, efficient business processes around access and user management • Conduct regular system audits to ensure regular and correct usage by programs and staff and provide updates to the leadership. • Run and develop organisational system reports, as required. • Support implementation and change management of system/business processes within the Client Information management space. • Support the Senior Manager – Client Information Systems with tasks, as required. 	
		REPORTING RELATIONSHIPS	
		<p>The Client Information Systems – Help Desk Coordinator reports to the Senior Manager – Client Information Systems</p> <p>The role has no direct reports.</p> <p>This role will require travel to the Local and Regional Berry Street Offices.</p>	

EXPECTATIONS	
<ul style="list-style-type: none"> • Conduct themselves in accordance with the Berry Street Code of Conduct which is underpinned by the values of accountability, courage, integrity, respect and working together. • Have a demonstrated understanding of and commitment to the principles of equity, diversity, continual improvement, risk management and occupational health and safety. • Berry Street are committed to the safety, participation and empowerment of all children, including those with a disability and culturally and/or linguistically diverse backgrounds. Berry Street are also committed to cultural safety, inclusion and empowerment of Aboriginal children, their families and communities. 	
KEY SELECTION CRITERIA: KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO FULFIL THE ROLE	
<ul style="list-style-type: none"> • Demonstrated experience in system administration • Ability to provide clear over-the-phone or email support and advice to staff • Excellent written and verbal communication skills • Demonstrated ability to manage competing demands in a high paced environment • Demonstrated capacity to implement and establish workflows and processes for managing requests • Experience with Jira (or a similar ticketing system) • Experience with maintaining quality data • Experience in working with highly sensitive information • Demonstrated experience in developing knowledge resources for end users • Experience in delivering training (desirable) 	
QUALIFICATIONS AND OTHER REQUIREMENTS	DESIRABLE
<ul style="list-style-type: none"> • Tertiary qualifications in a relevant field • Staff must hold a valid WWCC, current drivers licence at all times and undergo a Criminal Records Check prior to employment. Subsequently, staff must report any criminal charges or court appearances. 	<ul style="list-style-type: none"> • Knowledge of the Community Sector, particularly Out of Home Care services

INHERENT REQUIREMENTS OF WORK ACTIVITIES / ENVIRONMENT

Following is a table that outlines the main physical and psychological requirements of the position.

Element	Key Activity	Frequency
Work Environment	Manage demanding and changing workloads and competing priorities.	Daily
	Work in a team environment.	Daily
	Work in different geographic locations.	Regular
	Be exposed to all outdoor weather conditions.	Rarely
	Work in unstructured environments (e.g. outreach).	Rarely
	Work office hours with the possibility of extended hours.	Occasionally
	Work in an open plan office.	Daily
	Work in buildings which may be two-storey	Daily
	Sit at a computer or in meetings for extended periods	Daily
	Undertake manual handling (e.g.: lifting, pulling, pushing, moving, transferring, twisting, supporting) of equipment, which would be of varying weight and size	Never
People Contact	Liaise with government, non-government and community organisations	Occasionally
	Interact with members of the public who may display the full range of emotional expressions, including parents, partners, significant others, family members, advocates, doctors, police.	Rarely
Administrative Tasks	Undertake administrative tasks which may include the following: computer work, filing, writing reports, case notes/plans and client records, participating in meetings, concentrating for long periods of time, managing resources and budget and researching and analysing information and data.	Daily
	Use technology including photocopier, telephones including mobiles, fax, overhead projectors, televisions, videos, and electronic whiteboards.	Daily
Transport	Drive vehicles over long distances and in all traffic and weather conditions.	Occasionally