



Data Entry and Administration Officer

Position Description

Position Title	Data Entry and Administration Officer (DEAO)
Responsible Council	LAC Program
Reports To	Manager Quality and Reporting
Base Location	Newcastle / Lake Macquarie area
Primary position objective	The Data Entry and Administration Officer is responsible for the effective, accurate and coordinated processing of National Disability Insurance Scheme (NDIS)-related participant data

St Vincent de Paul Society

The St Vincent de Paul Society is a member and volunteer based organisation that has been assisting people experiencing disadvantage in NSW for more than 130 years.

The Society was founded by a 20 year old man named Frederic Ozanam in 1833, who with a group of friends, wanted to make a difference to the poverty and disadvantage that he saw around him in post-Revolution France. Leading by example and with boundless energy, Frederic started what is now a world-wide movement in just 20 short years. The St Vincent de Paul Society NSW has around 16,000 members and volunteers and 1,400 staff. Our local member networks, referred to as Conferences, are present in over 420 communities across NSW.

Our members and volunteers provide assistance to people experiencing disadvantage including food parcels and vouchers, financial assistance, assistance with energy bills and other debt, budget counselling and the provision of other material items such as furniture, clothing and bedding and any other household items. Importantly, our members also provide vital emotional support and referral services as needed.

The St Vincent de Paul Society is a leading provider of community support services and has close to 100 Special Works across the State in the areas of homelessness, mental health, disability, financial counselling, supported accommodation, food provision, refugees and migrants and addiction counselling.

Our work is funded by all levels of government, the generous support we receive from the community and our 250 Retail Centres across NSW.

Program Overview

St Vincent de Paul Society NSW and the NDIS

The St Vincent de Paul Society NSW has been commissioned by the National Disability Insurance Agency (NDIA) to provide Local Area Coordination (LAC), to ensure people with disability who are currently receiving supports from NSW or Commonwealth Government disability programs experience a smooth transition to the NDIS.

This is a far-reaching undertaking and the changes required to existing disability support systems are significant. The scheme will be introduced gradually to ensure no disruption for people with disability and support providers.

The Society provides LAC services in the Central Coast, Hunter New England, South Western Sydney, South East Sydney and Sydney districts of NSW.

Duties and Responsibilities

The role of the Data Entry and Administration Officer (DEAO) is to manage the end to end coordination and processing of participant data received from and provided to the NDIS. The DEAO will work with the Manager Quality and Reporting and other key personnel on the collection, processing and reporting of data as well as the overall performance and outcomes of the Local Area Coordination program within the relevant districts. The DEAO will support the LAC program's senior management staff to work within the required reporting frameworks.

Accurate recording and processing of data

- Help ensure all SVdP LAC-related data records are in an optimum state of accuracy and clarity
- Assist in regular reconciliation exercises between SVdP data and NDIA data from the Customer Relationship Management (CRM) system and R drive

Reporting

- Assist in the execution of daily, weekly, monthly and quarterly reports related to participant data, for the purposes of reporting externally to NDIA and internally to SVdP management staff
- Work with the Manager Quality and Reporting and other key personnel to report on trends and identify data issues
- Support the streamlining of client data collection, reporting and data analysis processes

General

- Effectively communicate with all relevant staff to reconcile and efficiently process data
- Support the Manager Quality and Reporting and other key personnel with the implementation of identified priorities
- Participate in group work events such as staff meetings, planning events, work groups and all activities that enhance the team work approach of the LAC program
- Any other reasonable duties as directed by the Manager Quality and Reporting

Essential Criteria

- Excellent computer and data management skills
- Excellent organisational and administrative skills
- Excellent MS Excel proficiency
- Well-developed analytical skills
- Very good verbal and written communication skills.
- Willingness to work within the philosophy and ethos of the Society.

Desirable Criteria

- Experience working with client record / management systems and demonstrated capabilities in data warehousing.
- Formal qualifications in office administration, statistics, business management or related fields.

The St Vincent de Paul Society is an Equal Employment Opportunity Employer