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| **Position Title** | Information Systems Coordinator |
| **Location** | Queensland Advocacy Inc.  Level 2, 43 Peel Street,  South Brisbane, Meanjin Qld 4101 |
| **Industrial Instrument** | Social, Community, Home Care & Disability Services Industry Award 2010 (SCHDS Award) |
| **Classification** | Level 6 |
| **Full Time/Part Time** | 0.6 FTE (45 hours per fortnight) Initial 12 months contract |
| **Position Reports to** | Chief Operating Officer |

1. **Queensland Advocacy Incorporated Values**

The Information Systems Coordinator will have a commitment to Queensland Advocacy Inc (QAI) to promote and implement the values and philosophies of the organisation when conducting activities and actions related to their position.

1. **Organisational Context**

QAI is an independent, community-based advocacy organisation for people with disability. QAI's mission is to promote, protect and defend, through advocacy, the fundamental needs, rights and lives of the most vulnerable people with disability in Queensland. The organisation does this by engaging in systemic advocacy through campaigns directed at attitudinal, law and policy change, and by supporting the development of a range of advocacy initiatives in this State.

As QAI is a social advocacy organisation, it works to uphold the principles of fundamental human rights, social justice and inclusion in community life by:

* taking positive, ethical action,
* being on the side of people with disability,
* being understanding of their position and vulnerability,
* being independent with minimised conflicts of interest,
* focussing on fundamental needs, welfare and interests,
* doing advocacy with vigour and a sense of urgency,
* remaining loyal and accountable over time.

People involved with QAI therefore believe that people with disability:

* are as valuable as any other human beings, regardless of what they can or cannot do,
* need to live well and have the same opportunities in life as other people,
* are part of the relationships and connections of ordinary life and can participate and contribute to the rich and diverse fabric of our communities,
* should not be segregated, congregated or isolated on the basis of disability.

1. **Position Statement**

The role of the Information Systems Coordinator is to design, implement, manage and evaluate Queensland Advocacy Incorporated’s (QAI) computer and information systems to meet our organisational needs.

***Key Position Responsibilities and Accountabilities:***

The key duties include, but are not limited to:

* Designing and implementing appropriate information systems, templates and processes that will enable QAI to efficiently and effectively maintain consistent data and communication standards to facilitate the meeting of our information and data management needs.
* Designing and implementing systems and safeguards that ensure the integrity, consistency and reliability of reportable data across a range of funded programs.
* Designing and implementing systems that will provide a comprehensive overview of clientele and the assistance services delivered to enable QAI to make data informed planning decisions.
* Designing and implementing information procedures and processes that facilitate the efficient and effective integration of QAI’s internal data management with external data recording and reporting systems with particular emphasis on the Community Legal Assistance Services System (CLASS) and the Department of Social Services Data Exchange System (DEX).
* In conjunction with external IT support services, managing QAI’s current program of developing and implementing systems through the utilisation of the Office 365 suite and in particular SharePoint to meet our ongoing systems and data management needs.
* Identifying current and potential risks around information technology and data systems and developing appropriate programs to manage and mitigate those risks.
* Planning and managing systems and protocols for the appropriate retention, archiving or deletion of physical and electronic information.
* Scoping the future technology and information systems needs of QAI and participating in management decision making around the allocation of resources to meet those needs.
* Evaluating information systems and fostering a culture of continuous improvement that is inclusive of staff with varying levels of IT understanding and expertise.
* Facilitating the preparation and deployment of IT assets and systems access to staff.
* Troubleshooting and liaise between staff and external IT supports around individual staff IT issues.
* Maintaining the IT equipment and software licensing registers in conjunction with external IT supports.

1. **Requirements of the Position:**

***Values, skills, knowledge:***

* Strong commitment to human rights, social justice and diversity.
* Proven experience in evaluating and managing information systems and infrastructure.
* Proven experience in developing information and communication strategies that deliver on organisational need.
* Previous experience managing data systems with a focus on data consistency and integrity.
* Previous experience managing and responding to risk in relation to data and information systems and an awareness of current issues and trends in the area.
* Previous experience with the Community Legal Assistance Services System (CLASS) and the Department of Social Services Data Exchange System (DEX) would be advantageous.
* Previous experience managing the implementation of successful Office 365 solutions would be advantageous.
* Excellent communication skills and the ability to liaise with a wide range of stakeholders including management, staff, external IT support providers and other external organisations such as funding bodies.
* Ability to exercise initiative and judgment within the sphere of work to plan, coordinate, implement and evaluate work in a strategic way.
* Strong analytical and problem solving skills.
* Ability to communicate with and lead staff with varying IT skills and knowledge through organisational change.
* Strong analytical and problem solving skills.
* Ability to work collaboratively as part of a team to achieve positive outcomes.