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## Data Scientist

**Team:** Shared Services

**Location:** Footscray

**Date:** December 2020

**Status:** Full Time

**Reports to:** Head of Shared Services

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## Our Organisation

On the Line is a professional social health organisation that delivers outsourced digital counselling solutions on behalf of our funders. Our 24/7 telephone, online chat and video counselling services, are staffed by professional counsellors, psychologists or social workers who have experience working with a range of social and mental health issues.

## Our Mission

On the Line is a professional social health organisation providing counselling support, anywhere and anytime. We listen and encourage people to feel better: building resilience, fostering healthy relationships, and connecting people with community support.

## Our Vision

Encouraging people to feel better and create a life worth living.

## Our Values

### Courage

- Brave and inspired leadership
- Owning our story
- Kindness and compassion for ourselves and others
- Generosity in spirit

### Curiosity

- Explore possibility
- Listen, seek to understand
- Be interested in others, what they are passionate about and what drives and inspires them
- Open to new and different ways of working and seeing the world

### Connection

- Creating a welcoming and meaningful work environment for ourselves and our clients
- Value and engage with others through the stories people tell
- Highly developed self-awareness. Understand how our actions affect others
- Creating harmonious connections with ourselves, others and our environment

## Position Purpose

The Data Scientist will be a key contributor to the digital transformation of On the Line. The role will identify data engineering needs & use advanced analytical methods to identify links in datasets and pinpoint relationships between data and trends to drive step change. Work with the business analysts effectively to streamline new data, analytics and visualisation ideas developed by the business analysts.

- Apply expertise to undertake research and analysis, utilising techniques such as data and text mining processes and models, machine learning to discover patterns and trends in data
- Produce SQL scripts and other data and statistical analytical programming
- Employ techniques that have the potential to make qualitative improvements and transform the way in which the department uses data to solve business problems
- Collaborate with analytical and operational teams across the department to ensure the effective and reliable deployment of analytical solutions within departmental architecture
- Other related activities to support the successful delivery of predictive and prescriptive analytical projects as required

## Key Activities

### Reporting

- Develop reporting for stakeholders using enterprise-wide data sets
- Support the change of data warehousing and associated integrated reporting to provide assurance to funders and internal stakeholders
- Provide a bridge to develop new reporting structures and data analytics to migrate to a new BI and data warehouse environment
- Lead the organisation's integrated reporting driving efficiencies while maintaining reporting and data integrity at all times
- Develop exception reporting and dashboards to reflect organisational operations
- Identify, analyse and support trend analysis and emergent issues and outcomes drivers
- Support the overall objective to develop longitudinal analysis of client outcomes and core drivers of positive social and mental health
- Drive analytics to move from quantitative to outcomes and qualitative solutions to social and mental health outcomes for individuals and communities

### Data Analysis

- Have a fundamental understanding of the business in its current state and the ability to conceptualise the future environment
- Integrate data across multiple sources and systems
- Proactively understand existing systems and data streams to leverage internal data mining
- Understand how data plays a pivotal role in the strategic plan for the organisation and the business objectives
- Apply suitable analytical methods to interpret the resulting information
- Ability to pivot support to a range of business activities and functions including short- and long-term projects and deliverables, including the digital transformation

# Position Description



- Provide in depth expertise and support for process work for different stakeholders across the organisation
- Have the ability to connect data with storytelling in the analysis
- Ability to interpret data, identify trends and challenges that will better position the organisation

## Stakeholder Management

- Advocate for data governance & create awareness across the organisation
- Participate in global data governance workshops
- Heavily support the creation & delivery of the local data strategy
- Partner closely with various key stakeholders across the organisation
- Manage relationships with data suppliers

## Innovation

- Support innovation by adopting new technologies and analytics techniques
- Introduce new tools and techniques to support end-to-end insights
- Deliver reporting and insights to support new business development, market development, advocacy, learning & development, funder reporting,
- Support the implementation of new services to develop reporting and analytics
- Support the introduction and integration of AI to extend On the Line's capability

## Technical

- Identify data gaps & integrate new data sets to drive outcomes
- Improve quality of data models, data flows & data processing of data systems, reporting, analytics & integration solutions
- Subject matter expert for analytics & data science initiatives
- Lead the development & testing of new data analysis tools
- Lead local data governance across business units
- Assist with the development of infrastructure, data governance, data cataloguing & master data management

## Project work

- Undertake project work in accordance with directions from the Team Manager or Service Centre Manager.
- Project work is undertaken as directed and within the timeframes specified

## What you bring to the role

- High level demonstrated experience across many data science areas such as artificial intelligence, machine learning, data mining, text mining, data visualisation, statistical modelling.
- Has excellent programming skills in a range of languages including R, Python and SQL and version control (e.g. Git)
- Demonstrated experience in delivering to business both advanced predictive and prescriptive analytical products. This includes design, develop, implement, deploy, test and evaluate data mining processes, models and products. This includes deployment to a production server.
- Has qualifications in Data Science, Mathematics, Statistics or a related quantitative discipline.

# Position Description



- Proven ability to work collaboratively to develop and maintain strong stakeholder relationships to achieve business outcomes; support decision making and influence others in the pursuit of project/business objectives.
- Demonstrated experience in providing accurate, timely and appropriate advice and updates to clients and stakeholders. This includes presenting sophisticated analytical products to non-technical audience and senior executive
- Demonstrated conceptual, analytical, process mapping and cost modelling skills
- Ability to adapt and stretch capabilities and skills to meet the business needs of a fast growing, service-based organisation
- Demonstrated experience in solving business problems using data analytics
- The right to work unrestricted in Australia (evidence will be required).
- A current National Police Records check (or willing to apply for one).
- Working with Children Check (or willing to apply for one)

## What you will need to demonstrate

- Commitment to professional development, continuous learning and openness to feedback and coaching
- Flexible, enthusiastic and positive
- Motivated and ability to use own initiative
- Ability to work independently and within a team
- Excellent time management and organisational skills
- Agility to respond to changing technology and operational environment

## Health Safety and Wellbeing

All employees at On the Line have a shared responsibility to advocate for a healthy and safe working environment. This means that you will take reasonable care to protect your own health and safety and that of any other employee or visitor in our working environment. We all have a responsibility to report any incident or injury and to embrace key initiatives that minimise risk to you, your colleagues and On the Line.

## Decision making authority

The *Data Scientist* has co-authorisation and authority to meet with external representatives on behalf of On the Line, as approved.

## Dimensions & working relationships

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### Team members supported

- Nil

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### Working relationships

- CEO and Executive
- Project Management Team
- IT Manager
- HR Manager
- Other On the Line managers and staff as required

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### Shift requirements

Monday to Friday

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## Position description maintenance

<b>Reviewed Last:</b>	December 2020			
<b>Conducted By:</b>	Head of Shared Services			
<b>Approved By:</b>	Chief Executive Officer			
<b>Next Review:</b>	December 2022			
<b>Risk Rating</b>	<b>LOW</b>	MEDIUM	HIGH	EXTREME