

# Data Support Officer – Helpline

## PURPOSE OF THE POSITION

As the data support officer, at 1-Tok Kaunselin Helpim Lain, you will provide MEL and data management support for the online harm reporting project. The support will include but not limited to coordinating client management database updates for online harm including training and documentation, analysis and learning activities to help ensure accountability and efficiency of the META project funded by Save The Children. You will provide support in managing the service provider database and ensure quality data entry by the telephone counselling team by providing mentoring support in data management.

### KEY DUTIES

- Identify data collection gaps for online harm reporting and coordinate the updating of the database and relevant documentation and standard operating procedures.
- Support efficient and timely data recording (and storage) by telephone counsellors in client management system.
- Provide in-house training or coaching staff on data collection for online harm and data cleaning.
- Conduct data analysis, including sourcing and cleaning data under the direction of supervisor.
- Ensure timely reporting of META project data.
- Engage in promotion activities for Helpline and Meta projects including media opportunities in consultation with Helpline Communication and Outreach Officer.
- Assist in conducting feedback surveys for survivors of GBV.
- Attend meetings with Save The Children and other partners working on META funded project.
- In collaboration with Save The Children, contribute to relationships with referral partner organisations.
- Provide support to respond to information requests and queries liaising with teams to ensure all advice and communication is delivered through the standards and guidelines.
- Ensure compliance with ChildFund policies and procedures.

### QUALIFICATIONS & EXPERIENCE

- Secondary school education with basic understanding of Microsoft Excel Spreadsheet and Databases.
- 2 years' experience in Information Management or similar roles, preferably with the international development/NGO sector.
- Basic understanding of monitoring, evaluation and learning concepts
- Excellent work ethics (including attendance, timekeeping, meeting deadlines, respect for others and willingness to share information)
- Knowledge/exposure to issues related to online abuse/harassment/gender-based violence.

### DESIRABLE

- Experience with the Salesforce database system.
- Knowledge in gender-based violence data analysis.
- Knowledge of relevant legislation and its requirement
- Experience in working with NGOs in cross-cultural setting.
- Ability to design MEL tools, surveys and evaluations.
- Willingness to participate in training programs.

*Remain alert and responsive to any child safeguarding or sexual exploitation, abuse, or harassment (SEAH) risks, acquire relevant knowledge and skills to promote strong safeguarding practices, understand the child safeguarding and PSEAH policy and procedures, and conduct yourself consistent with those policies.*

### SKILLS

- Sound data analytic skills
- Strong team player with good verbal and written communication
- Self-starter, and able to work independently
- Good time and workplan management skills
- Understanding development principles in PNG context and child-focused development programs

### CHILDFUND AUSTRALIA'S VALUES

Commitment to ChildFund Australia's values – Respect, Integrity, Collaboration, Change, Empowerment & Excellence

**Department:** Program

**Location:** Helpline Office, ChildFund Papua New Guinea

**Employment:** Full-time, Initial 6-month employment agreement.

**Reports to:** Helpline Manager

**Other Information:** Appointment to this position is dependent upon successful completion of criminal background and reference checks.

**Please apply at:** [www.childfund.org.au/work-with-us](http://www.childfund.org.au/work-with-us)





## ORGANISATIONAL CONTEXT

**ChildFund Papua New Guinea** is a registered local NGO and – an independent and non-religious international development organisation that works to reduce poverty for children in developing communities.

ChildFund Papua New Guinea is part of the ChildFund Alliance – one of the world’s oldest and most experienced child-focused development agencies. With a global network of 11 organisations, the ChildFund Alliance assists more than 14 million children and families in over 60 countries.

**ChildFund** began work in Papua New Guinea in 1994, and works in partnership with children, their communities and local institutions to create lasting change, respond to humanitarian emergencies and promote children’s rights. Projects are implemented in the Central Province and National Capital District. With a focus on maternal and child health, including TB, immunisation, nutrition and water and sanitation; education through the Child-Friendly School framework; child protection and resilience against family and sexual violence; ChildFund PNG also prioritises climate change and disaster preparedness. In 2015, ChildFund PNG established the country’s first ever Family and Sexual Violence Counselling Hotline which operates in Port Moresby and provides national coverage for survivors.

## HOW WE VALUE YOUR CONTRIBUTION

### Remuneration Package

We aim to provide an overall remuneration package that is attractive and fair. Our remuneration framework ensures that we align to employment conditions and laws, and we benchmark against the local market to ensure we offer competitive employment conditions that are appropriate to our sector.

### Leave

You will have access to 20 days of paid annual leave. You are also entitled to sick leave, maternity leave, parental leave and compassionate leave.

### Health Insurance & Bonus

All employees are covered under a Life Insurance Corporation (PNG) Limited. This health insurance cover is also extended to nominated family members depending on staff tenure with the organisation.

### Learning and Development

Our approach to learning and development will enable you to have the information, skills, and knowledge needed to do your job and to grow in your position. We build the capacity of our people and support you with on-the-job experience, coaching and formal training.

**OUR VISION:** A world without poverty where all children and young people can say: “I am safe. I am educated. I contribute. I have a future”

**OUR MISSION:** We partner to create community and systems change which enables vulnerable children and young people, in all their diversity, to assert and realise their rights.

**At ChildFund PNG you will be contributing to every child being able to play, learn, and grow.**