

Position Description: Data Officer Western Australian Alliance to End Homelessness (WAAEH)

Employer	WAAEH
Level	SCHADS Level 3 - step to be agreed depending on experience
Term	6 months
FTE	Full-time
Reporting	WA AtoZ Manager
Location	Perth - WAAEH/Shelter WA Office Suite 2, Level 12/256 Adelaide Terrace, Perth WA 6000

CONTEXT

The Western Australian Alliance to End Homelessness (WAAEH) is an independent coalition of individuals and organisations committed to working together to end homelessness in Western Australia. Guided by our Charter and 10-year Strategy, the WAAEH works to mobilise communities around Western Australia towards the shared goal of ending homelessness.

Since 2016, we have supported individuals, organisations, governments and local communities to work collaboratively across sectors to end homelessness – not just for individuals, but for whole communities. Specifically, we aim to prevent, reduce and end homelessness by ensuring that everyone has access to the housing and support they need, so that any future incidents of homelessness are rare, brief and once-off. This is how we define an end to homelessness.

We have developed a [Strategy](#) for achieving an end to homelessness in Western Australia, which reflects all the things that are needed to support this goal. It continues to change and evolve as the complex problem that is homelessness changes. Our Strategy sets out the five strategic challenges that we need to work through: housing, prevention, a collaborative approach, data and research and community capacity building.

In support of the Strategy, we have a number of strategic initiatives. This includes [WA Advance to Zero \(AtoZ\)](#), which seeks to demonstrate that ending homelessness is possible – one community at a time, starting with rough sleeping and chronic homelessness.

The WAAEH works in close collaboration with the Australian Alliance to End Homelessness (AAEH) through auspicing and governing relationships, and forms part of its national and international network of organisations committed to ending homelessness.

We are governed by an Annual Partners Meeting which meets once a year and appoints an Alliance Steering Committee, which oversees the day-to-day governance and coordination of our work. Our day-to-day operations are supported by Shelter WA and the AAEH.

POSITION SUMMARY

The Data Officer provides operational and administrative support to the WA Advance to Zero (AtoZ) program by maintaining, cleaning, and supporting the effective use of homelessness data systems.

Working under the direction of the WA AtoZ Manager, the Data Officer assists with data entry, data quality assurance, database-related documentation, and user support. The role contributes to the accurate collection, management, and sharing of data with participating services and communities, supporting evidence-informed responses to homelessness.

This position involves regular liaison with member organisations, responding to data-related requests, supporting training activities, and visiting services to assist with data entry and system use where required.

KEY RESPONSIBILITIES

- Undertake routine data cleaning and quality assurance to ensure accuracy, completeness, and consistency of database records.
- Manage and monitor the data inbox, responding to data-related queries and requests in a timely and professional manner.
- Process Member Agreements and assist with user account requests, including maintaining accurate user access records.
- Maintain, update, and assist with the development of training materials, user guides, and other resources related to database use and data entry.
- Assist with the development and maintenance of documentation and procedural resources relating to the database and data management processes.
- Support basic training, onboarding, and user assistance for member organisations, under guidance from the WA AtoZ Manager or Data Impact Lead.
- Coordinate Assist to Locates and other data-related tasks that support coordinated responses to homelessness.
- Visit participating services, as required, to provide hands-on assistance with data entry and system use.
- Work collaboratively as a member of the WAAEH team, contributing to a supportive, culturally secure, and values-driven workplace.
- Actively support the objectives of the WA Advance to Zero program and contribute to a positive public profile of the movement.
- Undertake other duties as reasonably required, consistent with the role and level.

SELECTION CRITERIA

Essential Skills and Experience:

1. Demonstrated experience in administrative, data, or information support roles, preferably within a community, not-for-profit, or human services setting.
2. Experience with data entry, data cleaning, or maintaining accuracy within databases or information systems.
3. Sound organisational skills, including the ability to manage routine tasks, follow established procedures, and meet deadlines.

4. Clear written and verbal communication skills, with the ability to respond to enquiries and explain processes to a range of users.
5. Ability to work effectively both independently (within clear guidelines) and as part of a team.
6. Experience working with and adapting to a range of databases, CRMs, and computer applications, with a strong willingness and/or demonstrated ability to learn new systems.

Desirable Skills and Experience:

1. Experience or exposure to homelessness services, social services, or community sector environments.
2. Experience supporting training activities, developing simple guides, or maintaining procedural documentation.
3. Experience working with multiple stakeholders or member organisations.
4. Understanding of the importance of data integrity, confidentiality, and ethical data use.
5. Relevant qualification or progress toward a qualification in administration, community services, data, or a related field.