

## Why Join Our Team?

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At Children by Choice, **we believe in creating a world where everyone has the freedom to make their own reproductive choices.** As a **proudly feminist organisation**, we're leading the way in reproductive rights and gender equity across Queensland—and we're looking for passionate, values-driven people to join us on this exciting journey!

Imagine coming to work every day knowing you're making a real difference. We're a team that's deeply committed to creating positive change, offering all-options pregnancy counselling, wraparound support, education and training, work with consumers and health professionals as well and advocacy for every pregnant person's right to make informed decisions. Whether it's supporting someone through their pregnancy choices, improving access to safe abortion services, or shaping policy, our work is grounded in compassion, care, and justice.

Our environment is **collaborative, supportive, and dynamic**—and **we want you** to bring your passions to the table. Here, your ideas matter. You'll have the opportunity to contribute meaningfully to improving access to women and pregnant people's rights to parent by choice, to access abortion if that is their choice, and overall work towards gender equality.

With expanded funding under the Termination of Pregnancy Action Plan from Queensland Health and from Queensland Department of Justice and Attorney General, we aim transform reproductive healthcare access across the state. We're also deeply committed to gender equity and the intersections of reproductive justice, domestic, family, and sexual violence (DFSV), with funding from Department of Justice and Attorney General.

This is a place where your commitment to social justice aligns with your day-to-day work, and where your professional growth goes hand-in-hand with your passion for creating a fairer, more equal society.

Children by Choice is led by a voluntary Management Committee, a group of diverse professionals who guide our strategic vision, governance, and core values. Our CEO, working alongside a passionate team of professionals and volunteers, ensures that every voice is heard, and that we work together in a spirit of collaboration and equality.

By joining our team, **you'll be part of a bright, forward-thinking, and values-driven organisation** that's truly at the forefront of reproductive rights in Australia. You'll have the chance to work with like-minded colleagues, develop your skills, and contribute to a movement that promotes change and equality for all.

If you're looking for a place where you can grow, make an impact, and feel great about the work you do, Children by Choice is the place for you.

**Join us in making a difference!**

## Position Description

POSITION	Data and CRM Specialist (Tech, analysis and Integration Role)
Reports To	CEO
Date	8 <sup>th</sup> October 2024
Closing Date	21 <sup>st</sup> October 2024
Award	Social Community Home Care and Disability Services Award (SCHADS)
Award Level	Level 6
Wage Range	From \$53.84 per hour / approx. \$106,000+ pa (pro-rata) Children by Choice can offer salary sacrifice up to <b>\$15,900 per year</b> tax-free for general living expenses. Additionally, they can salary sacrifice up to <b>\$2,650</b> per year for meals and entertainment, bringing the total potential tax-free benefit to <b>\$18,550</b> annually.
Employment Status	Permanent Part-time (options to work partly from home)
Hours	30 hours per week
Direct Reports	Nil

## Organisational Environment

Founded in 1972 with a strong grassroots approach, **Children by Choice** continues to carry forward this spirit of advocacy and community-led action as we lead the way in advancing reproductive rights and gender equity.

Children by Choice provides counselling, information and education services on all pregnancy options, including abortion, adoption, kinship and alternative care and parenting. We provide a Queensland-wide counselling, information and referral service for pregnancy.

Nationally we deliver sexual and reproductive health education sessions in health and hospitals around Queensland, across the community and offer training for GPs and other health and community professionals on pregnancy options, reproductive coercion and post abortion counselling across Australia. We provide consumer groups and resource development and are focussed on delivering to priority groups in Queensland, including but not limited to people with a disability, LGBTIQ+ people, women who interface with the justice system, First Nations people, and people from Culturally and Linguistically Diverse backgrounds.

Children by Choice fosters a welcoming and supportive workplace, where every team member is encouraged to contribute their skills and passions to our shared mission of advancing reproductive rights and gender equity. Our organisation is governed by a Voluntary Management Committee, a group of dedicated professionals elected annually at the AGM. While the

Committee provides governance oversight, they also offer expert guidance on operational matters to ensure our work remains strategic and responsive to best practices.

You will be part of a small, passionate team of professionals committed to delivering high-quality, evidence-based services. All teams operate with a collaborative approach while promoting individual role autonomy and professional development. Together, the direct client working teams and community engagement teams work closely to provide compassionate support, advocacy, and comprehensive information to women, pregnant people, and other stakeholders.

At Children by Choice, we are proud to offer a warm, inclusive, and values-driven environment. We emphasise collaboration, innovation, and a deep commitment to gender equity and reproductive justice.

Our team is dedicated not only to achieving our goals but also to supporting one another in creating meaningful change. This is a place where you can grow, make an impact, and work in alignment with your values.

Our latest strategic plan and annual report, outline our current priorities and reflect our ongoing commitment to expanding access and improving outcomes for all pregnant people in Queensland.

Our **Annual Reports and Strategic Plan** are available on our website at [www.childrenbychoice.org.au](http://www.childrenbychoice.org.au).

*We strongly encourage applications from First Nations peoples, culturally and linguistically diverse (CALD) individuals, and other priority groups, as we are committed to fostering an inclusive and diverse workplace*

## The Role

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The **Data and CRM Specialist** is a critical role within Children by Choice, responsible for using technology, data analysis, and customer relationship management (CRM) systems to provide insightful, data-driven solutions that shape service delivery, resource development, and strategic decision-making. This position supports our feminist and social justice-focused mission by leveraging data to enhance reproductive health services and advocate for gender equity in Queensland.

This role will integrate with all areas of the organisation, working closely with the CEO, marketing and communications, client service teams, training and education, and operations. It requires a forward-thinking professional passionate about using technology and data to drive positive change in the community, helping us better understand our service outputs and informing critical evaluations that enhance the impact of our work.

### Why This Role is Unique:

This role is a perfect opportunity for someone who not only loves working with data but also thrives in a feminist, social justice-focused organisation. By using tech and data to inform everything from service delivery to advocacy campaigns, you will play a critical role in shaping

the future of reproductive health in Queensland. We are particularly excited to encourage women, those with a passion for data, and those seeking a meaningful role in gender equity to apply.

*As we expand our services and embrace new ways of working, this is a pivotal time to join Children by Choice and make a lasting impact on the lives of women and pregnant people across Queensland. This role in data and tech solutions drives the change we want to see in gender equity.*

## Key Responsibilities:

### 1. CRM & Data Management:

- Lead the implementation, maintenance, and continuous improvement of the CRM system to track and analyse client data, service outputs, and engagement trends.
- Manage data input and quality control to ensure accuracy and completeness of information related to clients, services, phone intakes, and referrals.
- Collaborate with teams across the organisation to ensure CRM usage aligns with the broader goals and objectives of Children by Choice.
- Monitor CRM to analyse client interactions, understand trends, and provide data-driven recommendations for service delivery improvements.

### 2. Sata Security and Privacy Compliance:

- Take full responsibility for ensuring the organisation adheres to all privacy legislation and best practices regarding client confidentiality, particularly in relation to health data.
- Ensure data is securely stored with appropriate access controls and encryption where necessary.
- Champion a culture of privacy and data security across the organisation, regularly updating staff on privacy policies and best practices.
- Collaborate with external partners to maintain compliance with Australian privacy laws (e.g., Privacy Act 1988) and health-related data protections, ensuring secure handling of all client information.
- Regularly audit data storage practices and CRM security settings to ensure continuous compliance.

### 3. Service Output Analysis & Evaluation:

- Utilise CRM and other tech tools to analyse service delivery data, intake sources, and service outcomes, creating detailed reports to inform strategy.
- Evaluate training, education, and marketing strategies by tracking participant engagement and feedback through the CRM system.
- Support the evaluation of programs and campaigns, developing insights that shape the future of our service delivery and advocacy efforts.
- Provide high-quality data analysis to measure service effectiveness, leading to improved internal processes, client support strategies, and reporting to funders and stakeholders.

**4. Research & Partnerships:**

- Collaborate with external research partners to utilise data insights to support projects focused on improving reproductive healthcare access.
- Provide data (within delegations framework) that informs partnerships with health, advocacy, and feminist organisations, emphasising Children by Choice's role as a centre of excellence for data-driven advocacy.
- Manage data security and maintain client privacy when working with research and partner stakeholders.

**5. Resource Development & Marketing Support:**

- Work closely with the CEO, marketing and communications worker to use data insights to shape resource development, stakeholder engagement, communications methodology, and advocacy campaigns.
- Ensure strategies are informed by client data trends, leading to more impactful, targeted campaigns that resonate with key audiences.
- Contribute to the development of materials that advocate for reproductive rights, utilising data to strengthen messaging around access to services and gender equity.

**6. Cross-functional Collaboration:**

- Serve as the key data liaison between the CEO, leadership team, and various departments to ensure data is integrated into all areas of the organisation's work.
- Collaborate with front-line staff, training and education, communications, and operations to translate data into actionable insights that improve client care and service delivery.
- Regularly engage with all teams to help them understand and use data to inform day-to-day operations and long-term planning.

**7. Innovation & Technology Integration:**

- Proactively explore new tech solutions to improve data analysis and service tracking, ensuring that Children by Choice remains on the cutting edge of tech innovation in the non-profit sector.
- Lead efforts to expand the use of data visualisation tools, dashboards, and automated reporting systems to make insights easily accessible to the whole team.
- Build a tech-first culture that encourages all staff to use digital tools effectively, ensuring data is at the heart of our work.

## Key Attributes:

- A passion for technology, data, and feminist values, with a commitment to social justice and gender equity.
- Highly organised, detail-oriented, and able to manage multiple complex projects with ease.
- Strong communication skills, with the ability to explain complex data insights to non-technical team members.
- Collaborative and team-focused, able to work effectively across different departments and with external partners.
- Proactive and innovative, constantly seeking new ways to use data to inform and improve systems and processes across all work areas.

## Selection Criteria

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### Essential:

- Keen interest to work within a feminist framework, providing non-judgmental, trauma-informed care, and advocating for client autonomy.
- Proven experience in data analysis, CRM management, or a similar role, preferably within a non-profit or feminist organisation.
- Experience working with CRM platforms (e.g. Dynamics365, HubSpot, Zoho, Salesforce) and a strong understanding of data management best practices.
- Strong technical skills, including proficiency with data analysis tools (e.g., Excel, Power BI, etc).
- In-depth knowledge of Australian privacy laws, particularly around health data, and a commitment to ensuring the secure storage and handling of sensitive client information to manage data ethically.
- Experience in promoting and championing privacy and data security within an organisation.
- Experience with service evaluation, reporting, and program assessment.
- An understanding of / commitment to feminist principles and how they intersect with data-driven work, and an interest in gender equity, reproductive rights, or similar fields aligned with Children by Choice's values

### Desirable:

While not essential, the following qualifications, skills, and experiences will be highly regarded:

- A good knowledge of women's health issues, particularly related to sexual and reproductive health, pregnancy options (including adoption and alternative care), and abortion, or the ability to acquire this knowledge quickly.

- Familiarity with research partnerships and contributing to academic or advocacy-focused studies.
- Previous experience working in a multidisciplinary environment with close collaboration between service delivery, marketing, and leadership

### **Additional Requirements:**

- Applicants must be willing and able to undertake occasional after-hours work as requested.
- Applicants must be eligible for a Blue Card under the Commission for Children and Young People and Child Guardian Act 2000.

Children by Choice embraces a diverse and inclusive environment. Our service values diversity and acknowledges that inclusive spaces generate creativity and innovation in perspective and problem solving while producing more sustainable and effective outcomes. Aboriginal and Torres Strait Islander people, people with a disability and people from the LGBTIQ+ community are strongly encouraged to apply.

It is a genuine requirement of this position that the Community Engagement Worker is a woman as per the exemption granted to Children by Choice by the Queensland Industrial Relations Commission.

[Children by Choice Association Inc. is exempt from the operations of sections 14, 15, 15A, 124, and 127 of the *Anti-Discrimination Act 1991* in relation to attribute in s 7(a).]

## How to Apply

We're excited that you're considering joining the Children by Choice team! To apply, please send us:

- A **one-two page response** outlining how your skills and experience match the key selection criteria and duties in this role.
- Your **current CV** detailing your professional background and qualifications.

At Children by Choice, we value passion, collaboration, and a commitment to making a difference. We encourage you to keep your application clear, friendly, and focused on how you can contribute to our mission.

For any queries please contact: [recruitment@childrenbychoice.org.au](mailto:recruitment@childrenbychoice.org.au) we're happy to respond via email or call you back!

Please submit your application via email to [recruitment@childrenbychoice.org.au](mailto:recruitment@childrenbychoice.org.au) with the subject line: **Data and CRM Specialist – [Your Name]**

**Applications close on 9am 21<sup>st</sup> October 2024.**

We can't wait to hear from you!