



Role Description:

Data Systems Volunteer – Drop-In Hub

This role requires a volunteer to commit to a regular weekly shift (or agreed project hours) and support the ongoing development, improvement, and maintenance of data systems connected to the Drop-In Hub.

In all that we do, Newtown Neighbourhood Centre (NNC) is committed to social justice and belonging. The Drop-In Hub is the front door of NNC and often the first point of contact for community members seeking support. Accurate, efficient, and meaningful data collection is essential to ensuring we can respond effectively to community needs, identify trends, and advocate for improved services.

This volunteer role focuses on strengthening the systems that underpin our work. Working alongside our current Data Systems Volunteer and staff team, the role will support the design, development, and implementation of improved data processes and tools that enhance how we capture, interpret, and utilise Drop-In Hub data.

Purpose of the Role

The Data Systems Volunteer will contribute to building more efficient, user-friendly, and insightful data systems for the Drop-In Hub. This includes supporting the use and development of platforms such as **Power BI** and **AirTable**, with the goal of improving data visibility, reporting, and decision-making.

Key Attributes and Requirements

- Commitment and adherence to NNC's values of social justice and belonging
- Strong skills or demonstrated technical experience in data systems, particularly Power BI and/or AirTable
- Ability to translate complex data into clear, accessible insights
- Strong attention to detail and commitment to data accuracy
- Ability to work both independently and collaboratively
- Good communication skills, particularly in explaining systems to non-technical staff
- A problem-solving mindset with a willingness to improve existing processes
- Commitment to privacy, confidentiality, and ethical data use
- Willingness to undertake induction and relevant training
- Ability to commit to regular hours (flexible/negotiated depending on project needs)

Duties

Streamline and improve data collection systems

- Work alongside the existing Data Systems Volunteer and NNC staff to review and improve current data systems
- Assist in the design and implementation of data collection processes that are efficient and user-friendly for staff and volunteers
- Support the ongoing development AirTable data collection forms and databases

Develop and maintain reporting systems

- Develop and maintain dashboards and reporting tools using **Power BI**
- Assist in generating reports that highlight trends, service demand, and community needs

Training and documentation

- Provide guidance and basic training to staff and volunteers in the use of new or updated systems
- Ensure all data systems align with NNC privacy and confidentiality policies
- Document processes and system updates to support continuity and sustainability

Other Duties May Include

- General administrative and data entry support where required
- Supporting evaluation and reporting processes linked to funding requirements (e.g. CAFS)

Reporting To

- Community Connections Coordinator
- Community Strengthening Team Manager
- Homelessness Programs Team Leader

Required Hours

- Flexible – minimum commitment to be negotiated (e.g. project-based or weekly hours)

Support and Training

This role is highly supported and includes a thorough induction, ongoing mentorship, and access to training opportunities. The volunteer will work closely with experienced staff and an existing Data Systems Volunteer.

Requirements

- COVID-19 Vaccination (if applicable to current policy)
- Willingness to undertake:
 - NSW Police Check
 - Working with Children Check