

## BENDIGO COMMUNITY HEALTH SERVICES

### POSITION TITLE: BUSINESS ANALYST – LODDON CHILDREN’S HEALTH AND WELLBEING LOCAL

<b>Award:</b>	Health and Allied Services, Managers and Administrative Workers (Victorian Stand-Alone Community Health Services (Multi Employer) Enterprise Agreement 2022 – 2026)
<b>Classification:</b>	Management and Administrative Officer Grade 4
<b>Site:</b>	This position is primarily based at our Kangaroo Flat site, however may be required to work from any BCHS site or outreach location as negotiated.
<b>Hours per fortnight:</b>	60.8 hours per fortnight (0.8 FTE)
<b>Tenure:</b>	Fixed Term 18 months from commencement
<b>Position description developed:</b>	August 2023
<b>Responsible to:</b>	Strategic Partnerships and Innovation Manager

#### We want (Vision)

Better health and wellbeing across generations.

#### We exist (Mission)

To work hand in hand with our community to achieve healthier lives.

#### We strive for (Values)

- **Integrity**  
We are authentic and accountable, and we honour our obligations.
- **Respect**  
We build respectful relationships through trust, empathy and collaboration.
- **Inclusive**  
We recognise and promote accessible, safe and holistic supports and services as a basic human right.
- **Innovation**  
Through continuous learning, we ensure an agile, responsive and sustainable service.
- **Togetherness**  
We create a sense of connectedness, pride and support through enjoying our work and being passionate about making a difference.

Our pillars	Consumer and Community	Influence	Visible	Sustainable
The change we want to see	People in our community, especially those most in need, have improved health and wellbeing	We use evidence, data and the voice of our community to shape our supports and services	Our service is identified as a quality provider and our people are recognised as leaders	Our sustainability is based on a healthy culture, improved systems, outcomes and growth

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### **The Role of the Team**

The Loddon Children's Health and Wellbeing Local (LCHWL) has been established in a partnership between Bendigo Health and BCHS as a part of the response to the Royal Commission into Victoria's Mental Health System. The LCHWL provides services for children up to the age of 11 years who are experiencing one or more developmental, emotional, relational, or behavioural challenges and their families with or without a referral or medical diagnosis. The service is particularly targeting those children who are not eligible for support under other mechanisms such as NDIS.

The LCHWL is an innovative model designed to deliver services across six local government areas. The Transformation Team has been formed to drive innovation and support the continuing implementation of the Loddon Children's Health and Wellbeing Local and is a part of the Better Health Team.

The LCHWL delivery model will be co-designed with Partners – (Bendigo Health – Mental Health Services, BCHS Family Services, Spoke sites), paediatric service providers, and people with lived experience to provide a regionally based system response that improves access across prevention, primary and tertiary care in the Loddon region.

The Better Health portfolio involves the planning and provision of medical, paediatrics, chronic Disease management, sexual and reproductive Health, refugee health nursing, workplace health, multi-disciplinary centre nurse, social support in Elmore, physiotherapy, dietetics and GP's in Schools.

### **Position Role**

This role will support the implementation of the LCHWL by providing performance analysis in relation to the service processes, systems, data, and outcomes. The service data analysis will be provided to partner organisations of Spoke Sites to support the innovations in the development of the service across all six Local Government Areas (LGAs).

The research and analysis developed by this role will support the creation of design solutions to business challenges and assist with operationalizing the agreed solutions and pathways. The information and analysis provided will also be used for reporting purposes. It will also contribute to informing stakeholder and community relationships to achieve the Loddon Children's Health and Wellbeing Local objectives.

A key outcome for this role is, as a part of the Transformation Team, to support innovations and work towards strategic collaboration to ensure engagement by consumers and people with a lived experience across the Loddon area with a focus on co-design, capacity building and service delivery for small townships and priority groups.

### **Position Responsibilities**

The position will work collaboratively with the Strategic Partnerships and Innovation Manager, BCHS Child Local Manager, Bendigo Health's CAMHS Manager and the BCHS Family Services Manager to provide insightful data analysis to the team.

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### **Position Responsibilities**

The responsibilities of the position are:

- Provide data analysis to support project status reports to all participants that shows performance and trends.
- Assist in the definition of project metrics to be used to monitor and track progress.
- Support the Transformation Team to monitor project progress and identify and resolve business risk or issues that arise from detailed data analysis.
- Participation in project evaluation and identifying outcomes of plans and performance against targets.
- Coordinate the development and maintenance of comprehensive information management systems and/or database to enable trend reports for clinicians and Spoke Sites.
- Ensure that people with lived experience have access to the data analysis in a form that enables and support their participation in service model design, governance, implementation and monitoring.
- Establish and manage relationships with relevant internal and external stakeholders to support project innovations.
- Identify process or administrative barriers to innovation, effective shared referral pathways and identify opportunities to share information using existing software systems mix.
- Submitting project analysis reports on time and ensuring that they adhere to agreed quality standards.
- Facilitating information management change requests to ensure that all parties are informed of the impacts on schedule and budget.
- Perform other related duties as assigned.

### **Key Selection Criteria**

#### **Essential**

1. Tertiary degree and minimum three years' experience in the health sector or a relevant field.
2. Demonstrable experience as a Business Analyst or similar role.
3. Demonstrated excellent capability and experience with information management and project management tools.
4. Excellent communication skills and ability to elicit cooperation from the analysis reports that enable collaboration with a diverse group of people/stakeholders.
5. Ability to effectively plan and prioritise work and maximise the use of internal and external resources to achieve outcomes.
6. Demonstrated excellent organisational skills including attention to detail, multitasking and time management.
7. Sound report writing and IT skills including database management.
8. Current Victorian Working with Children Check.
9. Current drivers licence.

#### **Desirable**

1. Qualification in Project Management.
2. Experience in or understanding of the broader health service system including barriers and enablers to change.
3. Experience working within different sectors of health service system as they relate to project management with a broad range of stakeholders.

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### **Probationary Period**

Employment with BCHS is conditional on satisfactorily completing a probationary period of six (6) months from date of commencement. During this period your performance will be reviewed with your manager and, assuming this is mutually satisfactory, your employment will be confirmed at the end of this period.

### **Staff Review & Development (SRD)**

Each BCHS staff member is required to participate in the annual SRD process. The SRD will be based on the Position Role and Responsibilities and Key Selection Criteria in addition to the relevant Branch and Team Plans and the following Performance Indicators.

#### **Position Performance:**

Demonstrate achievement of negotiated performance indicators specific to your position.

- Track project performance, specifically to analyse the performance outcomes and targets achieved by the Loddon Children's Health and Wellbeing Local.
- Submission of analytical reports and project deliverables as required.
- Analysis of data with a curiosity how the outcomes and trends have emerged.
- Participate in supervision and professional development as negotiated with line manager.
- Knowledge and compliance with BCHS privacy and confidentiality procedures.

#### **Communication and Teamwork:**

High level communication and interpersonal engagement that contributes to productive and collegial relationships between staff, people with a lived experience, Spoke Sites and stakeholders.

- Display your capacity for self-awareness through reflection, planning and communication.
- Show evidence of your ability to work co-operatively within the Transformation Team to achieve team goals.
- Establish and develop as key functions of relationship management, regular and professional communication with all your relevant colleagues both internal and external.
- Demonstrate alignment and integration of practice according to BCHS' Vision, Values, and Strategic Directions.

#### **Self-Management:**

Demonstrated experience and understanding of the need for ongoing personal and professional development that contribute to self-satisfaction and professional growth.

- Continually develop personally and professionally to meet the changing needs of your position, career, and industry.
- Maintain high levels of confidentiality around data and access to systems.
- Demonstrate behaviours that lead you to achieving your goals.
- Demonstrate understanding and behaviour to reflect BCHS' values.

#### **Administration and Documentation:**

Through the use of BCHS processes ensure that all administration and documentation requirements are initiated and completed in a professional and timely manner.

- Show evidence that the administrative tasks of your position are completed in an orderly, timely and accessible manner.
- Demonstrate that your documentation is completed in an accurate, legally and ethically compliant standard, and is produced to an appropriate professional standard.

#### **Learning:**

Demonstrated knowledge and application of the capabilities required for this position including knowledge and understanding of appropriate equipment, legislation, policies and procedures.

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- Show evidence of knowledge and understanding of BCHS Strategic Directions and the ability to link key strategic directions to individual and Transformation Team work plans and individual self-development.
- Demonstrate initiative and enterprise skills that contribute to innovative outcomes in response to data reports.
- Display an appropriate level of awareness of the implications for BCHS of decisions and situations that involve you and stakeholders.

### **Diversity and Culture:**

BCHS treats all people with respect; values diverse perspectives; provides diversity training opportunities; and provides a supportive work environment. BCHS is committed to employing people from diverse backgrounds and providing a workplace free from discrimination and harassment.

### **Child Safety:**

BCHS values children from all backgrounds and is committed to making our community a safe, nurturing and welcoming place for children to grow and develop. We are committed to making sure **all** children to reach their individual potential.

### **Other Essential Requirements**

#### **Staff will:**

- Complete all required probity checks **before** employment is confirmed.
- Provide vaccination information that meets the requirements for healthcare workers.
- Present a copy of original professional qualifications document or registration (if required).
- Receive and comply with BCHS' policies and procedures including the Code of Conduct.
- Actively contribute to continuous quality and service delivery improvement through the organisation.
- Be proactive in risk identification, notification and management.

### **BCHS believes that *“Quality is everyone’s business, safety is my responsibility”***

Co-operate with and contribute to BCHS Occupational Health & Safety procedures and participate in appropriate safety information and education activities as required.

### **Other Information**

- Salary Packaging would be available to the successful applicant.
- BCHS' Employee Assistance Program is available to employees and immediate family.
- BCHS is an Equal Opportunity Employer.
- All BCHS sites are smoke free workplaces.
- BCHS has a commitment to environmental sustainability.