

# Eastern Health

## POSITION DESCRIPTION

<b>Position Title:</b>	LIS Business Analyst / Support Officer
<b>Award Classification:</b>	HS4
<b>Award / Agreement Name:</b>	HEALTH AND ALLIED SERVICES, MANAGERS AND ADMINISTRATIVE WORKERS (VICTORIAN PUBLIC SECTOR) (SINGLE INTEREST EMPLOYERS) ENTERPRISE AGREEMENT 2021-2025
<b>Position Reports to:</b>	Pathology Informatics Manager

### EASTERN HEALTH – HEALTHIER TOGETHER

Eastern Health is one of Melbourne’s largest metropolitan public health services. We provide a comprehensive range of high quality acute, sub-acute, palliative care, mental health, drug and alcohol, residential care, community health and statewide services to people and communities that are diverse in culture, age and socio- economic status, population and healthcare needs



## 1. POSITION PURPOSE

The primary objective of this position is to provide support for the development, definition, and maintenance of the Laboratory Information System (LIS) utilized by Eastern Health Pathology. This is a multi-faceted role that involves providing assistance through the help desk, as well as engaging in the analysis and definition of business requirements for LIS systems. The successful candidate will be responsible for ensuring that the LIS operates smoothly and efficiently, and that any issues that arise are promptly addressed. Additionally, this position involves working collaboratively with other members of the team to identify opportunities for process improvement and to ensure that the LIS aligns with the overall strategic goals of the organization.

## 2. MAJOR DUTIES AND/OR RESPONSIBILITIES

In this role, you will play a pivotal part in ensuring the seamless functioning of the Laboratory Information System (LIS) across Eastern Health Pathology. Your key responsibilities include:

- **User Support:** Provide comprehensive business-level support to LIS users and contribute to the development of user support procedures and documentation, ensuring the optimal utilization of the system.
- **Requirements and Process Enhancement:** Collaborate with subject matter experts to identify and define requirements, business processes, rules, and workflows for ongoing LIS improvements. Align system functionalities with organizational objectives, actively participating in the enhancement of business processes.
- **Creation and Implementation of Test Scripts:** Develop and implement test scripts in collaboration with SMEs to ensure the accuracy, functionality, and reliability of the LIS. Coordinate testing activities, analyze results, and address any issues to guarantee the effectiveness of system changes.
- **Knowledge Management and Process Documentation:** Collaborate with SMEs to maintain a centralized repository of expertise, promoting knowledge sharing and best practices within the team. Identify opportunities for process improvements and contribute to the documentation and update of LIS-related business procedures.
- **Configuration and Implementation:** Contribute to the configuration, documentation, and implementation of both system and business changes within the LIS. Work closely with IT teams and vendors to ensure thorough testing and timely, effective implementation of changes.
- **Vendor Liaison:** Engage with LIS system suppliers, scientific equipment vendors, and hospital IT support services to facilitate system enhancements and product evolution. Address problems, conduct configuration, testing, and maintenance to guarantee the continuous, smooth operation of the LIS.
- **Knowledge Management:** Collaborate with Subject Matter Experts to maintain a distributed repository of expertise, fostering knowledge sharing and best practices within the team. Identify opportunities for process improvements and contribute to the overall development of LIS knowledge.
- **User Training:** Plan, coordinate, and assist in the delivery of user training for the LIS in collaboration with existing training providers. Develop training materials, conduct training sessions, and assess the effectiveness of training programs.
- **User Acceptance Testing:** Manage and conduct user acceptance testing for proposed LIS enhancements or changes. This includes routine patches and upgrades to ensure the system's reliability and alignment with user needs.
- **Project Management:** Take charge of managing small projects related to LIS improvements, upgrades, or user training initiatives. Coordinate project activities, communicate with stakeholders, and ensure timely completion within scope and budget.
- **24/7 Support:** Participate in the on-call roster to provide 24/7 support for continuous LIS functionality. Respond to after-hours issues promptly, minimizing downtime to ensure uninterrupted availability for end-users.

### **3. SAFE PRACTICE AND ENVIRONMENT**

#### **Occupational Health and Safety**

Eastern Health is committed to provide and maintain a working environment for all staff that is safe and without risk to health. All staff are to take care of their own health and safety and the health and safety of any other person who may be affected by your acts or omissions at the workplace. Understand responsibilities and accountabilities to yourself and others in accordance with OH&S legislation and Eastern Health policies and promote a working environment that is congruent with these guidelines. This includes staff reporting of all clinical and OHS incidents and near misses, in particular those related to Occupational Violence, Manual Handling and Slips, trips and falls.

Staff are required to comply with all state legislative requirements in respect to the Occupational Health and Safety Act 2004 and the Workplace Injury Rehabilitation and Compensation (WIRC) Act 2013.

### **4. TRAINING AND DEVELOPMENT**

Relevant, practical and timely education should direct, facilitate, enhance and support the professional growth and practice of employees in a health environment characterised by change. All programs should endeavour to promote evidence-based practice, a problem solving approach and to be competency based.

You are expected to participate in the personal development process on an annual basis.

### **5. QUALITY**

As a staff member of Eastern Health staff are required to comply with Eastern Health performance standards and participate in continuous monitoring and improvement as part of your role. You are also required to comply with legislation, professional standards and accreditation standards.

As a staff member employed by Eastern Health services you must have and maintain the appropriate skills and knowledge required to fulfil your role and responsibilities within the organisation. In addition, you must ensure that you practice within the specifications of this position description, and where applicable within the agreed scope of practice.

You are responsible for ensuring safe high quality care in your work. This will include complying with best practice standards, identifying and reporting any variance to expected standards and minimising the risk of adverse outcomes and patient harm. In addition, you will ensure that service and care is consistent with the EH approach to patient and family centered care.

### **6. CONFIDENTIALITY**

Any information obtained in the course of employment is confidential and should not be used for any purpose other than the performance of the duties for which the person was employed. Staff are bound by the Information Privacy Act 2000 and the Health Records Act 2001.

### **7. EQUAL EMPLOYMENT OPPORTUNITY**

You agree to adhere to the Equal Employment Opportunity policies and practices of the Health Service. Discriminatory practices, including sexual harassment, are unlawful. The Health Service will not tolerate discriminatory behaviour and any such conduct may lead to the invoking of the Disciplinary Policy and Procedure, which may result in termination of employment.

## 8. PERFORMANCE DEVELOPMENT

A Performance Review, that includes agreed targets, will occur three (3) months from commencement and then annually on the basis of the duties and responsibilities outlined in this position description. This is an opportunity to review personal and the allocated work unit's service performance, facilitated by the setting of objectives/goals and ongoing evaluation of performance and achievement. Objectives will be developed annually, documented, discussed and agreed with the immediate line manager, who will act as the assessor. The incumbent is expected to demonstrate and show evidence annually of on-going self and allocated work unit's service development.

## 9. EASTERN HEALTH'S PROMISE

Our promise to our communities, patients, consumers and staff is that we will be **HEALTHIER TOGETHER**. Bolder than a vision for the future, our promise calls us to action. We know that working together is the only way we can achieve what is necessary for a healthier future.

Our values are ones in action and are the behaviours that matter most.

- Respect for all
- Safe always
- Partnering in care
- Learning and improving everyday

Learning from the challenges of the past and looking to the future, we understand that we are building towards a more engaged, more reliable, always safe health service in partnership with our people to improve every day.

## 10. ATTACHMENTS

- Attachment 1 Key Selection Criteria

## 11. NOTE

*Statements included in this position description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.*

*Prior to accepting any offer of employment, prospective employees will be required to read and commit to the Eastern Health Code of Conduct, including (but not limited to) issues of Occupational Health and Safety, Equal Opportunity and Confidentiality.*

*Vaccination against infectious disease is a mandatory requirement of this role. An offer of employment is conditional on you providing evidence that you are currently vaccinated against COVID-19, prior to commencing employment.*

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Manager

#### INCUMBENT STATEMENT

I \_\_\_\_\_ (Incumbent Name) have read, understood and accepted the above Position Description and associated Attachments.

Signed: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

#### ATTACHMENT 1

##### KEY SELECTION CRITERIA

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##### Essential

- **Qualifications:** Tertiary qualifications or commensurate experience in Pathology, Science or Business analytics/Information Technology.
- **Detail oriented:** Proficiency in accurately documenting technical investigation and outcomes.
- **Problem solving:** Strong analytical skills and experience in defining user requirements using standard business process modelling technique abilities.
- **Communication:** Excellent verbal communication skills to convey technical concepts clearly to both technical and non-technical audiences.
- **Customer service:** Well-developed interpersonal skills, with the ability to build and maintain positive relationships with service partners and stakeholders.
- **Team player:** Ability to collaborate effectively with cross-functional teams, sharing knowledge and expertise to achieve departmental and organizational goals.
- **Adaptability:** Flexible work style that can respond and adapt to changing business environments and demands.
- **Efficiency:** Ability to work autonomously with minimal supervision, effectively managing competing priorities and multitasking as required.
- **Accountability:** Takes ownership of tasks and responsibilities, delivering outcomes reliably and meeting deadlines while upholding professional and organizational standards.

**Desirable**

- Knowledge and experience in AUSLAB Pathology LIS or similar.
- Programming experience and understanding of the software development lifecycle.

**Aboriginal & Torres Strait Islander Candidates**

Eastern Health's Aboriginal Workforce Plan 2023 – 2026 has recently been released. With a strong focus on cultural safety and belonging, actions included in the Workforce Plan provide practical supports for all Aboriginal and/or Torres Strait Islander staff.

An Aboriginal Employment Coordinator is available to ensure each person has culturally safe and positive employee experiences which foster belonging and access to diverse experiences and career pathways.

Should you require further information regarding this position or support to complete an application, please contact the Recruitment Manager for this position or Eastern Health's Aboriginal Employment Coordinator at [Aboriginal.Workforce@easternhealth.org.au](mailto:Aboriginal.Workforce@easternhealth.org.au)