

Eastern Health

POSITION DESCRIPTION

Position Title:	ICT Business Analyst and Engagement Manager
Award Classification:	HS4 or by negotiation
Award / Agreement Name:	Administrative Officers (10) Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Position Reports to:	APD Portfolio & Governance

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 ICT Business Analyst and Engagement Manager acts as the key link between business stakeholders and ICT teams, building strong relationships and ensuring technology solutions align with organisational objectives. The role works with the business and project teams to gather, analyse, and translate business requirements into clear documentation and conceptual designs that support the development of effective applications and solutions. As a business partner and representative, the position helps shape technology demand, identifies opportunities for business improvement and innovation, and drives stakeholder engagement to support the successful delivery and adoption of ICT initiatives.

2. MAJOR DUTIES AND/OR RESPONSIBILITIES

Business Analysis

- Facilitate workshops and meetings with decision makers, systems owners, and end user.
- Define and document clinical, operational and financial objectives and requirements.
- Produce details current and future state workflow diagrams
- Review and analyze the effectiveness and efficiency of existing systems and develop strategies for improving or further leveraging these systems.
- Work with product and industry subject matter experts in order to understand and propose new business processes
- Lead design sessions to develop future state business processes and information flows.
- Assist in developing business cases and business benefits plans and developing metrics and methodology for assessing realisation of benefits.
- Conduct user research to identify and assess customer requirements using a variety of methods (including workshops and interviews).
- Be a conduit between business areas and project teams, closely aligning ICT strategy with specific business needs.
- Interpret and translate customer needs into business requirements and technology needs.
- Scope and document business requirements for new systems or system improvements.
- Document technical requirements to be used by software developers or for procurement of technology solutions.
- Facilitate cyber security assessments for new contracts and proposals
- Document current and future state processes to inform the development of business cases and business requirements specifications.
- Participate in functional, user experience and user acceptance testing as required.
- Contribute to continuous improvement initiatives to improve business processes.
- Assist Project Managers to ensure project scope and priorities are managed.
- Assist with projects from the initial engagement to project completion

Business Engagement

- Manage and maintain effective relationships with business units and users, vendors, and executive stakeholders to ensure alignment of ICT services and product delivery
- Establish a formal approach for ICT engagement and partnership for each Directorate in the organisation
- Act as the primary point of contact for key stakeholders and Business Analysts team, providing clear communication and consistent engagement across new ICT initiatives.
- Manage stakeholder expectations through proactive engagement, negotiation, and effective resolution of conflicts and competing priorities for the Directorates program of initiatives.
- Support the adoption of new systems, technologies, and business process changes including training coordination and change support activities.
- Identify and recommend opportunities for new ICT projects, service improvements, and innovation to enhance business performance and service delivery.

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 Compensations (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

Position Title:	ICT Senior Business Analyst and Engagement Manager
Award Classification:	HS4 or by negotiation
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Essential

- Tertiary qualifications in a technology related field
- Experience and knowledge documenting business processes and business requirements, use cases, user stories,
- High level understanding of Stakeholders engagement and change management within the organisation
- Highly developed work organisation skills with the capacity to prioritise competing demands
- Flexible approach to problem solving and a “can do” attitude
- Strong communication skills (written and verbal)
- Consultative approach with a collaborative style
- Ability to assimilate and process large volumes of information in a complex environment and translate it into cogent designs and plans for future state systems and workflows.
- At least 5 years’ experience as a business analyst with demonstrable experience and knowledge documenting business processes and business requirements, use cases and user stories.
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Desirable

- Previous experience working in and health environment
- An understanding or experience in project management or Agile BA methodologies
- Experience writing User Stories with Acceptance Criteria for Testing
- An understanding or experience in software development methodologies and API integration

Aboriginal & Torres Strait Islander Candidates

Eastern Health’s Aboriginal Workforce Plan 2023 – 2026 was released in February 2023. 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