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SA Health Job Pack

Job Title	Senior Business Analyst (EUC Project)
Job Number	668289
Applications Closing Date	Sunday, 17 February 2019
Region / Division	Department for Health and Wellbeing
Health Service	eHealth Systems – eHealth Portfolio and Strategy
Location	Adelaide CBD
Classification	ASO7
Job Status	Full Time / Term Contract (up to 24 months)
Salary	\$100,059-\$108,307

Criminal History Assessment

Applicants will be required to demonstrate that they have undergone an appropriate criminal and relevant history screening assessment/ criminal history check. Depending on the role, this may be a Department of Communities and Social Inclusion (DCSI) Criminal History Check and/or a South Australian Police (SAPOL) National Police Check (NPC). The following checks will be required for this role:

- Child Related Employment Screening - **DCSI**
- Vulnerable Person-Related Employment Screening - **NPC**
- Aged Care Sector Employment Screening - **NPC**
- General Employment Probity Check - **NPC**

Further information is available on the SA Health careers website at www.sahealth.sa.gov.au/careers - see Career Information, or by referring to the nominated contact person below.

Contact Details

Full name	Stephen Gunn
Phone number	7425 6727
Email address	Stephen.Gunn@sa.gov.au

Guide to submitting an application

Thank you for considering applying for a position within SA Health. Recruitment and Selection processes across SA Health are based on best practice and a commitment to a selection based on merit. This means treating all applications in a fair and equitable manner that aims to choose the best person for the position.

A well presented, easy to read application will allow the panel to assess the information they need from your application. To give yourself the best opportunity to reach interview, the application should clearly and concisely demonstrate to the selection panel that you are suitably equipped to perform the role, and that you possess all of the stated minimum essential skills, abilities, knowledge, experience and educational qualifications (where required).

The online application form to apply for this position will ask for employment history, education, qualifications and referees however to understand the position and requirements we suggest you become familiar with the attached Job and Person Specification.

We request that you attach the following to your application -

- ✎ **A covering letter** of up to 2 pages introducing yourself to the selection panel and describing your skills, abilities, knowledge, qualifications and experience in relation to the position;
- ✎ **A current Curriculum vitae/Resume** that includes your personal details, relevant employment history, education, training courses, qualifications and professional memberships.

* Refer to <http://www.sahealthcareers.com.au/information/> for further information regarding

- The Indicative Total Remuneration which is inclusive of Award salary, superannuation and other monetary benefits.
- Information for Applicants
- Criminal History Assessment requirements



ROLE DESCRIPTION

Role Title:	Senior Business Analyst
Classification Code:	ASO7
LHN/ HN/ SAAS/ DHW:	Department of Health and Wellbeing
Division:	Finance and Corporate Services
Department/Section / Unit/ Ward:	eHealth Systems – eHealth Portfolio and Strategy
Role reports to:	Project Manager, EUC Transformation Project
Reviewed Date:	February 2019
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Child- Prescribed (DCSI) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)

ROLE CONTEXT

Primary Objective(s) of role:

The Senior Business Analyst reports to the Project Manager, EUC Transformation Project and is responsible for leading the business analysis components of the EUC Project.

The incumbent is required to undertake specialist business analysis activities associated with the upgrade of end user computing devices across SA Health to Windows 10.

The role works in a complex ICT Project environment supporting the implementation of the EUC Project and providing specialist business analysis services to deliver fit-for-purpose project and business outcomes.

Direct Reports:

> Nil

Key Relationships/ Interactions:

The Senior Business Analyst reports to the Project Manager, EUC Transformation Project and is required to liaise with the following:

- > Senior Management and staff within the Department for Health and Wellbeing.
- > Clients at other State Government Agencies.
- > External stakeholders.
- > All members of the project team.
- > The project's ICT Working Group.
- > Procurement and Supply Chain Management managers and staff.
- > SA Health site management, Clinicians, non-clinical and system user communities across SA Health.
- > Business Owner and Executive Sponsor of the project.
- > Software vendors and Service Providers.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The project is part of a Whole of Government program with external contract arrangements, and is a key initiative of the South Australian Government.
- > The project is complex and impacts all business and clinical areas of SA Health. Minimal disruption to these areas is a critical requirement.
- > The existing ICT applications across SA Health, that will require remediation as part of the project, are currently unknown.

Delegations:

- > Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Business Analysis	<ul style="list-style-type: none"> > Lead business analysis activities with Business Units to identify, analyse and report on business requirements and conduct discovery activities. > Lead the review of business practices, recommending improvements and developing business process flows. > Consult and negotiate with internal and external stakeholders to provide expert advice to the identification of business needs and resolution of key issues and solution gaps. > Lead complex data management activities to support the development of project strategies ensuring data accuracy and integrity is maintained. > Develop test strategies, test scripts and coordinate User Acceptance Testing (UAT). > Develop training and user documentation and deliver end user training. Develop project documentation including project plans, briefs, implementation plans, and risk assessments. > Provide expertise in the development of feasibility studies, cost benefit analysis into new and/or changing systems/services. > Lead the design of solutions in collaboration with Business Unit senior management and in consultation with the Senior Project Manager / Project Manager, EUC Transformation Project. > Ensure that the business need and any resulting application design meets all requirements for functionality, usability, and conformance to Agency standards. > Assist in the management of contracts with the service providers. > Liaising with other Government departments, internal eHealth staff, business user groups and external industry groups as required. > Ensuring the provision of the highest standards of customer services to clients at all levels by modelling service excellence. > Participate in ensuring that risks and issues across the project and risk assessments are undertaken, mitigation strategies and controls are established and risks are monitored throughout the life of the project. > Assist with communication strategies required by the project. > Participate in the development and maintenance of a Quality Plan ensuring that quality criteria are achieved from the implementation of the project. > Provide business analysis reporting into Project Status Reports and briefings.

Stakeholder Management and Advice	<ul style="list-style-type: none"> > Lead, manage and maintain positive relationships with key stakeholders to facilitate the effective deployment of the project. > Provide expert advice to the Project Director and relevant stakeholders on requirements for the project. > Consult and negotiate with internal and external stakeholders regarding project needs and project deliverables. > Participate in the overall quality of project deliverables by seeking feedback from end users and addressing issues strategically. > Assist in the communication of changes to stakeholders in a timely and effective manner. > Maintaining an up-to-date understanding of clients' business needs, changes to health service delivery and supply markets.
Continuous Improvement	<ul style="list-style-type: none"> > Determining own work objectives, planning and prioritising own workloads and communicating priorities. > Participating in relevant training and development activities. > Participating in the attainment and maintenance of a work ethos that focuses on the achievement of identified outcomes within agreed deadlines. > Promoting and supporting a team approach to work and problem solving. > Assisting in the generation of ideas for the improvement and review of work practices by examining procedures and by advising and implementing improved work practices. > Demonstrating appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > Nil.

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to perform under pressure, respond quickly to requests and achieve effective results within short timeframes.
- > Highly developed written and verbal communication skills, in particular the demonstrated ability to provide sound advice and prepare written reports and briefings.
- > Ability to exercise judgement in an impartial manner, provide advice and recommend, manage and implement change.

Experience:

- > Proven experience as a Senior Business Analyst in an ICT environment implementing and supporting software systems.
- > Proven experience in investigating and resolving issues and in managing processes.
- > Proven experience in System Development Lifecycle (SDLC) activities.
- > Proven experience in applying change management practices to implement changes to work practices and procedures.
- > Proven experience in the development and delivery of accurate, timely and effective information to internal and external stakeholders.
- > Proven experience in engaging stakeholders to achieve a high level of commitment, support and involvement.
- > Experience in influencing, managing and working with others in a team environment to achieve desired outcomes.

Knowledge:

- > Knowledge and understanding of current information technology techniques, development trends, standards and change management practices and processes.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > An appropriate qualification in management, information systems, computer science or information technology.

Knowledge / Experience:

- > Healthcare industry and associated product knowledge.
- > Detailed knowledge of government policy, agency procedure and practices.
- > Application of high level Business Analysis knowledge.

Special Conditions:

- > The incumbent will be required to work out of hours and some intra/interstate may be required.
- > It is mandatory that no person, whether or not currently working in SA Health, will be eligible for appointment to a position in SA Health unless they have obtained a satisfactory Criminal and Relevant History Screening.
- > *Prescribed Positions* under the *Children's Protection Act (1993)* must obtain a satisfactory Criminal and Relevant History 'child-related' employment screening through the Screening and Licensing Unit, Department for Communities and Social Inclusion.
- > Criminal and Relevant History Screening must be renewed every 3 years thereafter from date of issue for 'Prescribed Positions' under the *Children's Protection Act 1993* or 'Approved Aged Care Provider Positions' as defined under the *Accountability Principles 2014* pursuant to the *Aged Care Act 2007* (Cth).
- > Depending on work requirements the incumbent may be transferred to other locations across SA Health to perform work appropriate to classification, skills and capabilities either on a permanent or temporary basis subject to relevant provisions of the *Public Sector Act 2009* for Public Sector employees or the *SA Health (Health Care Act) Human Resources Manual* for Health Care Act employees.
- > The incumbent may be required to participate in Counter Disaster activities including attendance, as required, at training programs and exercises to develop the necessary skills required to participate in responses in the event of a disaster and/or major incident.

General Requirements:

Managers and staff are required to work in accordance with the Code of Ethics for South Australian Public Sector, Directives, Determinations and Guidelines, and legislative requirements including but not limited to:

- > *Work Health and Safety Act 2012 (SA)* and when relevant *WHS Defined Officers must meet due diligence requirements.*
- > *Return to Work Act 2014 (SA), facilitating the recovery, maintenance or early return to work of employees with work related injury / illness.*
- > *Meet immunisation requirements as outlined by the Immunisation for Health Care Workers in South Australia Policy Directive.*
- > *Equal Employment Opportunities (including prevention of bullying, harassment and intimidation).*
- > *Children's Protection Act 1993 (Cth) – 'Notification of Abuse or Neglect'.*
- > *Disability Discrimination.*
- > *Independent Commissioner Against Corruption Act 2012 (SA).*
- > *Information Privacy Principles Instruction.*
- > *Relevant Awards, Enterprise Agreements, Public Sector Act 2009, Health Care Act 2008 and the SA Health (Health Care Act) Human Resources Manual.*
- > *Relevant Australian Standards.*
- > *Duty to maintain confidentiality.*
- > *Smoke Free Workplace.*
- > *To value and respect the needs and contributions of SA Health Aboriginal staff and clients, and commit to the development of Aboriginal cultural competence across all SA Health practice and service delivery.*
- > *Applying the principles of the South Australian Government's Risk Management Policy to work as appropriate.*

The SA Health workforce contributes to the safety and quality of patient care by adhering to the South Australian Charter of Health Care Rights, understanding the intent of the National Safety and Quality Health Service Standards and participating in quality improvement activities as necessary.

Performance Development:

The incumbent will be required to participate in the organisation's Performance Review and Development Program which will include a regular review of the incumbent's performance against the responsibilities and key result areas associated with their position and a requirement to demonstrate appropriate behaviours which reflect a commitment to SA Health values and strategic directions.

Handling of Official Information:

By virtue of their duties, SA Health employees frequently access, otherwise deal with, and/or are aware of, information that needs to be treated as confidential.

SA Health employees will not access or attempt to access official information, including confidential patient information other than in connection with the performance by them of their duties and/or as authorised.

SA Health employees will not misuse information gained in their official capacity.

SA Health employees will maintain the integrity and security of official or confidential information for which they are responsible. Employees will also ensure that the privacy of individuals is maintained and will only release or disclose information in accordance with relevant legislation, industrial instruments, policy, or lawful and reasonable direction.

White Ribbon:

SA Health has a position of zero tolerance towards men's violence against women in the workplace and the broader community. In accordance with this, the incumbent must at all times act in a manner that is non-threatening, courteous, and respectful and will comply with any instructions, policies, procedures or guidelines issued by SA Health regarding acceptable workplace behaviour.

Resilience:

SA Health employees persevere to achieve goals, stay calm under pressure and are open to feedback.

Organisational Context

Organisational Overview:

Our mission at SA Health is to lead and deliver a comprehensive and sustainable health system that aims to ensure healthier, longer and better lives for all South Australians. We will achieve our objectives by strengthening primary health care, enhancing hospital care, reforming mental health care and improving the health of Aboriginal people.

SA Health is committed to a health system that produces positive health outcomes by focusing on health promotion, illness prevention and early intervention. We will work with other government agencies and the community to address the environmental, socioeconomic, biological and behavioural determinants of health, and to achieve equitable health outcomes for all South Australians.

Our Legal Entities:

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health and Wellbeing. The Department for Health and Wellbeing is an administrative unit under the Public Sector Act 2009.

The legal entities include but are not limited to the Central Adelaide Local Health Network Inc., Northern Adelaide Local Health Network Inc., Southern Adelaide Local Health Network Inc., Women's and Children's Health Network Inc., Country Health SA Local Health Network Inc. and SA Ambulance Service Inc.

SA Health Challenges:

The health system is facing the challenges of an ageing population, increased incidence of chronic disease, workforce shortages, and ageing infrastructure. The SA Health Care Plan has been developed to meet these challenges and ensure South Australian's have access to the best available health care in hospitals, health care centres and through GPs and other providers.

Department for Health and Wellbeing:

The Department for Health and Wellbeing assists the Minister for Health and Wellbeing to set the policy framework and strategic directions for SA Health. The Department supports the delivery of public health services, formulates health policy, facilitates public and consumer consultation on health issues, and monitors the performance of South Australia's health system by providing timely advice, research and administrative support.

eHealth Systems Division:

Our Mission at eHealth Systems is to provide and maintain a robust ICT environment supporting the full spectrum of SA Health's business and develop a fully integrated statewide electronic health record, to improve the quality and safety of health care in SA by connecting hospitals, health professionals and the community throughout the state.

Our vision at eHealth Systems is to provide the right information, to the right person, at the right time, in the right place.

eHealth Systems has 3 key directorates:

Customer Services	Comprises the Service Delivery team and eHealth Systems Service Desk functions, who are responsible for end-to-end IT service delivery across the Health Portfolio. Provides internal support to eHealth Systems including financial management, human resources and corporate support. Provides the primary customer interface between SA Health business units and eHealth Systems.
Portfolio and Strategy	Manages and delivers all eHealth Systems projects as approved by the eHealth Systems Steering Committee. Sets, defines and aligns IT strategy and standards to the goals and objectives of SA Health and provides independent governance and risk management to eHealth Systems.
Technology and Infrastructure	Technology and Infrastructure provides technical support and delivery for SA Health and manages, supports and maintains the 'live' IT environment across SA Health.

Values

SA Health Values

The values of SA Health are used to indicate the type of conduct required by our employees and the conduct that our customers can expect from our health service:

- > We are committed to the values of integrity, respect and accountability.
- > We value care, excellence, innovation, creativity, leadership and equity in health care provision and health outcomes.
- > We demonstrate our values in our interactions with others in SA Health, the community, and those for whom we care.

Code of Ethics

The *Code of Ethics for the South Australian Public Sector* provides an ethical framework for the public sector and applies to all public service employees:

- > Democratic Values - Helping the government, under the law to serve the people of South Australia.
- > Service, Respect and Courtesy - Serving the people of South Australia.
- > Honesty and Integrity- Acting at all times in such a way as to uphold the public trust.
- > Accountability- Holding ourselves accountable for everything we do.
- > Professional Conduct Standards- Exhibiting the highest standards of professional conduct.

The Code recognises that some public sector employees are also bound by codes of conduct relevant to their profession.

Approvals

Role Description Approval

I acknowledge that the role I currently occupy has the delegated authority to authorise this document.

Name:

Role Title:

Signature:

Date:

Role Acceptance

Incumbent Acceptance

I have read and understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined within this document.

Name:

Signature:

Date: