



ROLE DESCRIPTION

Role Title:	Data Analytics Officer
Classification Code:	ASO 5
LHN/ HN/ SAAS/ DHA:	Northern Adelaide Local Health Network
Hospital/ Service/ Cluster:	Modbury Hospital
Division:	Aged Care, Rehabilitation and Palliative Care
Department/ Section/ Unit/ Ward:	ACRPC Executive
Role reports to:	Data Project Manager
Role Created/ Reviewed Date:	
Criminal and Relevant History Screening:	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working with Children Check (WWCC) (DHS) <input checked="" type="checkbox"/> Vulnerable (NPC) <input type="checkbox"/> General Probity (NPC)
Immunisation Risk Category Requirements:	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input checked="" type="checkbox"/> Category B (indirect contact with blood or body substances) <input type="checkbox"/> Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

The Data Analytics Officer position works under limited direction. The position works under the direction of the Data Project manager. The position is responsible for the development of local performance reports to the Division and undertaking regular and ad hoc data analysis.

The Data Analytics Officer will provide reporting and advice to a wide range of clinical audiences and support evidence-based decision making and service development.

The Data Analytics Officer will work alongside clinical staff and administrative staff to assist in the development of processes that will facilitate veracity and accuracy for patients currently completing inpatient or community episodes of care.

Direct Reports:

- > The position reports to the Data Project Manager who is accountable for the admission of all data for inpatient and outpatient funding.

Key Relationships/ Interactions:

Internal

- > Responsible to the Data Project Manager.
- > Regularly liaises with Heads of Unit, Clinical Managers and Nurse Unit Managers across the ACRPC Division
- > Works collaboratively with clinical and administrative staff in the Division.

External

- > Liaises with other data and information teams within NALHN and within SA Health, including Department for Health and Wellbeing data and informatics teams.
- > May be required to liaise with a range of benchmarking partners including University of Wollongong (AROC, PCOC, ePPOC) and Health Roundtable (HRT) on a needs basis.

Challenges associated with Role:

Major challenges currently associated with the role include:

- > Interpreting clinical data, including understanding variation of clinical data and its implications.
- > Working in a dynamic, clinical environment.
- > Developing reports and dashboards to suit team needs
- > Maintaining collegiate relationships with clinical colleagues
- > Maintaining good working relationships with Casemix and funding teams
- > Delivering on competing demands and priorities within strict and tight deadlines

Delegations:

None

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Supports ongoing accreditation and quality initiatives in the unit	<ul style="list-style-type: none">> Facilitate data collection and data entry to ACRPC databases on all patients admitted to the ACRPC Inpatient, outpatient and community services, ensuring all data is collected and managed for each patient.> In conjunction with the Data Project Manager, undertakes analytical projects for the ACRPC Division, including supporting research projects as required.> Data cleaning, reporting and submission as required.> Supplying monthly KPI data to the Divisional management team.> Collating and reporting data for other reports including AROC and PCOC reports and Health Round Table, including the regular provision of error reports and analytics to ACRPC Managers.> Development and maintenance of team Power BI dashboards.
Accountable for the provision of administrative services	<ul style="list-style-type: none">> Prioritizing work to meet deadlines and maintaining a highly organised work environment.> Identifying and implementing changes to business processes and use of technology within the administrative service that improve efficiency and maximise activity reporting/ income.> Developing and maintain a procedure manual for all data collection systems within teams.> Actively participating in continuous quality improvement practices and supports the involvement of all staff.
Stakeholder Engagement	<ul style="list-style-type: none">> Work with stakeholders to support their reporting requirements, identify digital health solutions and streamline processes to meet needs.> Build and maintain effective relationships to engage, influence and

	<p>provide technical advice to stakeholders, using effective interpersonal, consultation, negotiation, and communication skills.</p> <ul style="list-style-type: none"> > Provide ongoing user training, support and education of digital applications and patient collection systems, particularly in relation to report generation and report requirements. > Support research and evaluate programs through the provision of expert advice regarding data collection and reporting processes.
Service Improvement	<ul style="list-style-type: none"> > Utilise existing knowledge to develop and maintain data collection processes and reporting mechanisms and identify opportunities for continuous improvement. > Improve system operations by proposing and implementing technical solutions and/or processes which increase supportability, reliability, accuracy, security and performance. > Contribute to projects that impact on patient and other information management systems/processes and reporting, thereby assisting to improve patient care outcomes and service delivery. > Lead the development of contemporary information and data governance principles and champion working within an appropriate Information/Data Management framework.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications:

- > None

Personal Abilities/Aptitudes/Skills:

- > Demonstrated ability to manage high volumes of quality work within tight timeframes and use flexibility, initiative, innovative approaches, professional judgement and adaptability in order to respond to changing circumstances and priorities.
- > Proven ability to work within limited guidelines and manage own time effectively in a specialist or multi-disciplinary environment.
- > Demonstrated ability to identify, research and analyse complex data problems, develop strategies for resolving them and implement major changes to system environments using appropriate methodologies, standards and documentation.
- > Demonstrated ability to analyse and integrate information from a variety of sources to develop and deliver reports and presentations.
- > Demonstrated excellent oral and written communication skills to liaise and consult effectively with consumers, the community and staff at all levels.
- > Demonstrated ability to manage change and conflict to achieve successful outcomes.

Experience:

- > Demonstrated experience in successfully working within a multi-disciplinary environment including facilitating a team to collaborative outcomes, developing and implementing training programs for administration staff and liaising and consulting with a range of other external agencies.
- > Demonstrated and proven experience using programming languages (such as SQL), statistical software (such as R) and report development and visualisation tools (such as Power BI or Tableau).
- > Demonstrated experience or ability to prioritise tasks and work independently or as part of a team.
- > Demonstrated experience in working with stakeholders to implement data reporting tools and reports that appropriately support business and clinical needs.

Knowledge:

- > Contemporary knowledge of data visualisation techniques, report and dashboard design and development, and in particular, knowledge of Power BI
- > Knowledge of key programming languages, including SQL, and the Microsoft Suite, including Microsoft Excel.
- > Understanding of Work Health and Safety principles and procedures.
- > Understanding of the Australian National Safety & Quality Health Service Standards.
- > Sound knowledge of issues related to consumer rights, responsibilities and privacy, particularly in relation to the South Australian public health system and its operations.

DESIRABLE CHARACTERISTICS**Educational/Vocational Qualifications:**

- > Tertiary Computer Science/ Business Analytics or equivalent

Personal Abilities/Aptitudes/Skills:**Experience:**

- > Experience in working within a health system or data administration system

Knowledge:

- > Knowledge of the health system in South Australia and particularly of activities and services of the Northern Adelaide Local Health Network.

Special Conditions:

- > It is mandatory that no person, whether or not already working in SA Health, may be appointed to a position in SA Health unless they have provided a satisfactory current Criminal and Relevant History Screening, as required by the *SA Health Criminal and Relevant History Screening Policy Directive*.
- > For appointment in a Prescribed Position under the *Child Safety (Prohibited Persons) Act (2016)*, a current Working with Children Check (WWCC) is required from the Department for Human Services Screening Unit. For other positions, a satisfactory National Police Certificate (NPC) assessment is required.
- > For 'Prescribed Positions' under the *Child Safety (Prohibited Persons) Act (2016)*, the individual's WWCCs must be renewed every 5 years from the date of issue; and for 'Approved Aged Care Provider Positions' every 3 years from date of issue as required by the *Accountability Principles 2014* issued pursuant to the *Aged Care Act 1997* (Cth).
- > Appointment is subject to immunisation risk category requirements. There may be ongoing immunisation requirements that must be met.
- > 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)* maintaining your own health and safety and not place others at risk and comply with any reasonable instruction that is given to allow SA Health to comply with the WHS Act, 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 and Young People (Safety) Act 2017 (SA)* '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 & 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.

Cultural Commitment:

NALHN welcomes and respects Aboriginal and Torres Strait Islander people and values the expertise, cultural knowledge and life experiences they bring to the workplace. In acknowledgement of this, NALHN is committed to increasing the Aboriginal and Torres Strait Islander Workforce.

Resilience:

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

Organisational Context

SA Health

SA Health is committed to protecting and improving the health of all South Australians by providing leadership in health reform, public health services, health and medical research, policy development and planning, with an increased focus on wellbeing, illness prevention, early intervention and quality care.

SA Health is the brand name for the health portfolio of services and agencies responsible to the Minister for Health, the Minister for Health & Wellbeing. The State Government has reformed the governance of SA Health, including establishing 10 Local Health Networks (LHNs), each with its own Governing Board.

These reforms have taken a staged approach, with the most significant changes to taking place from 1 July 2019 when the new Governing Boards become fully operational.

SA Health is comprised of the Department for Health and Wellbeing and the following legal entities:

- > Central Adelaide Local Health Network
- > **Northern Adelaide Local Health Network**
- > Southern Adelaide Local Health Network
- > Women's and Children's Health Network
- > Barossa Hills Fleurieu Local Health Network
- > Eyre and Far North Local Health Network
- > Flinders and Upper North Local Health Network
- > Riverland Mallee Coorong Local Health Network
- > Limestone Coast Local Health Network
- > Yorke and Northern Local Health Network
- > SA Ambulance Service

Northern Adelaide Local Health Network

The Northern Adelaide Local Health Network (NALHN) provides care to more than 400,000 people living in the northern metropolitan area of Adelaide as well as providing a number of state-wide services, and services to those in regional areas. NALHN works to ensure quality and timely delivery of health care, whilst building a highly skilled, engaged and resilient workforce based on a culture of collaboration, respect, integrity and accountability.

NALHN offers a range of primary health care services across the northern metropolitan area of Adelaide, with a focus on providing preventive and health promoting programs in the community, and transition and hospital substitution and avoidance programs targeted at chronic disease and frail aged.

Clinical leadership of care systems is central to the current national and state wide health reforms. NALHN care delivery is configured within clinical divisions that are patient-focused, clinically led groupings of services. Clinical Divisions are responsible for managing service delivery activities across NALHN campuses and units, bringing together empowered experts to directly make relevant decisions.

NALHN includes:

- > Lyell McEwin Hospital (LMH) - a 336-bed specialist referral public teaching hospital which has links to the University of Adelaide, University of South Australia and Flinders University. LMH provides a full range of high-quality medical, surgical, diagnostic, emergency and support services.
- > Modbury Hospital is a 174-bed, acute care teaching hospital that provides inpatient, outpatient, emergency services, Aged Care, Rehabilitation and Palliative Care. GP Plus Health Care Centres and Super Clinics
- > Aboriginal Health Services
- > Mental Health Services (including two statewide services – Forensics and Older Persons)
- > Sub-acute Services

The total operating budget for 23/24 for NALHN is \$1.02 bn with a workforce of 4,710 FTE / 6,325 head count.

NALHN Governing Board

The Governing Board members bring to NALHN a wealth of knowledge and experience across many areas.

NALHN is confident that with the support of our highly qualified Governing Board, NALHN will be well placed to achieve better health service decisions tailored to local needs and deliver a safe, high quality and financially sustainable LHN into the future.

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.

As a public sector employee, you have a responsibility to maintain ethical behaviour and professional integrity standards. It is expected that you act in accordance with the Code of Ethics and contribute to a culture of integrity within SA Health.

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 understand the responsibilities associated with role, the role and organisational context and the values of SA Health as described within this document.

Name:

Signature:

Date:

Version control and change history

Version	Date from	Date to	Amendment
V1	10/02/17	09/04/17	Original version.
V2	10/04/17	04/07/17	Safety & Quality statement in General Requirements.
V3	04/07/17	14/05/20	Minor formatting with order of information amended.
V4	15/05/20	19/10/2020	Organisation Context Updated
V5	20/10/2020	08/04/2021	Organisation Context Updated
V6	09/04/2021	20/12/2023	Financial Delegation Updated Management Position Clause Updated Code of Ethics Clause Updated
V7	21/12/2023		Special Conditions Updated General Requirements Updated Organisational Context Updated