



## ROLE DESCRIPTION

<b>Role Title:</b>	Senior Health Insights Analyst
<b>Classification Code:</b>	ASO7
<b>LHN/ HN/ SAAS/ DHW:</b>	Department for Health and Wellbeing
<b>Hospital/ Service/ Cluster:</b>	
<b>Division:</b>	Commissioning and Performance
<b>Department/Section / Unit/ Ward:</b>	Health Insights Unit
<b>Role reports to:</b>	Associate Director, Health Insights
<b>Role Created/ Reviewed Date:</b>	June 2024
<b>Criminal and Relevant History Screening:</b>	<input type="checkbox"/> Aged (NPC) <input type="checkbox"/> Working With Children's Check (WWCC) (DHS) <input type="checkbox"/> Vulnerable (NPC) <input checked="" type="checkbox"/> General Probity (NPC)
<b>Immunisation Risk Category Requirements:</b>	<input type="checkbox"/> Category A (direct contact with blood or body substances) <input type="checkbox"/> Category B (indirect contact with blood or body substances) <input checked="" type="checkbox"/> Category C (minimal patient contact)

## ROLE CONTEXT

### Primary Objective(s) of role:

The Senior Health Insights Analyst:

- > Uses data to reach actionable insights supporting the efficient and effective use of available resources to maximise health benefits across the South Australian public health system.
- > Provides high-level advice regarding data and analytics, including methods, health system data, and software to the Commissioning and Performance Division within the Department for Health and Wellbeing.
- > Collaborates within the Data, Analytics, and Insights Branch, and more broadly across SA Health, on projects to address challenges in health service delivery.

### Direct Reports:

- > N/A

### Key Relationships/ Interactions:

#### Internal

- > The position will maintain strong working relationships with the Associate Director, Health Insights Unit, other staff within the Unit and the Data, Analytics, and Insights Branch, as well as senior managers and other executives across the breadth of SA Health.

#### External

- > The position will develop and maintain collaborative and positive relationships with internal and external stakeholders both within SA Government and across jurisdictions to ensure best practice is maintained.

### Challenges associated with Role:

Major challenges currently associated with the role include:

- > Collaborating on projects to provide actionable insights to enhance patient access and flow in public health hospitals, leading to effective health-system processes.
- > Supporting key priorities in health system funding and planning through provision of data and analytics capabilities.
- > Liaising with a broad range of stakeholders to assist the collection and curation of data assets and their appropriate analysis.

### Delegations:

- > Nil

## Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
<b>Solution Strategy</b>	<ul style="list-style-type: none"><li>&gt; Ensure strategies and processes to recognise and address issues as they arise and to enable discussion regarding effective resolutions.</li><li>&gt; Implement a common project methodology, standards, and tools to drive and facilitate the successful delivery of analytic solutions.</li><li>&gt; Work collaboratively to develop and use appropriate internal and external approaches to drive data driven analysis in the achievement of required strategic goals.</li><li>&gt; Analyse, report, and present data driven solutions that can assist with the resolution of health-based problems and can improve or redesign processes.</li><li>&gt; Contribute to the development and review of health reforms consistent with SA Health's Strategic Directions.</li><li>&gt; Support the development and delivery of research and evaluation as required.</li><li>&gt; Support the ongoing development of data reporting tools and self-service dashboards, including conducting quality assurance exercises.</li><li>&gt; Support the delivery of key reports and correspondence.</li></ul>

	<ul style="list-style-type: none"> <li>&gt; Support internal and external advisory stakeholders with analysis and deliverables as required.</li> </ul>
<b>Performance and Accountability</b>	<ul style="list-style-type: none"> <li>&gt; Maintain effective problem solving, risk management, and ensure issues remediation are in place for business unit projects.</li> <li>&gt; Contribute to the development of proposals and innovative changes that will significantly contribute to the improvement of SA Health Policy.</li> <li>&gt; Manage issues as they arise and ensure responses conform to relevant policies, procedures, legislation particularly in the areas of quality assurance and risk management and mitigation.</li> <li>&gt; Contribute to the provision of effective analytical reports, enable informed decision making regarding SA Health performance management that ensures effective standards of care and service priorities are addressed.</li> <li>&gt; Provide timely and accurate generation of reporting with commentary and insights on variances, trends, performance, etc. to relevant stakeholders.</li> <li>&gt; Enable an integrated team approach which is highly responsive to the needs of all stakeholders including external clients.</li> <li>&gt; Ensure strategic and operational plans are understood and managed effectively to enable required results.</li> </ul>
<b>Client Engagement</b>	<ul style="list-style-type: none"> <li>&gt; Foster and maintain strong, proactive consultative relationships and linkages across SA Health to facilitate information flow and the achievement of required objectives.</li> <li>&gt; Enable the adoption of appropriate health economics analytics and related systems processes through effective liaison and relationship management.</li> <li>&gt; Build effective liaison across the Division and more broadly across SA Health to enable the promotion and use of appropriate analytical methodologies.</li> </ul>

## Knowledge, Skills and Experience

### ESSENTIAL MINIMUM REQUIREMENTS

#### **Educational/Vocational Qualifications:**

- > Undergraduate degree in a relevant discipline.

#### **Personal Abilities/Aptitudes/Skills:**

- > Demonstrated ability to communicate and collaborate effectively, including with relevant parties who possess a diverse range of values.
- > Resilient, team-focussed individual that thrives in a changing and dynamic environment and positively contributes to team cohesion and deliverables.
- > Strong verbal and written skills with a focus on being able to explain and document complex analysis and processes to a wide range of audiences in an understandable manner.
- > Key motivational skills to successfully enable self and others to achieve effective timely results in an environment characterised by constant change.
- > Demonstrated ability to analyse and conceptualise problems, formulate and execute appropriate solutions and negotiate successful outcomes in an innovative and resourceful manner.
- > Demonstrated ability to source, critically appraise and utilise information from a variety of different data sources to provide clear and concise advice to decision-makers.
- > Strong ability to plan and manage multiple tasks and processes simultaneously.

**Experience:**

- > Demonstrated experience working with complex data in an analytics environment where monitoring, managing, manipulating and drawing insights from data are key requirements.
- > Proven experience in the practical application of analytical evaluation and continuous improvement including the analysis and reporting of outcomes in a clear and concise manner.

**Knowledge:**

- > Comprehensive understanding of data and analytical techniques appropriate to a health environment.
- > Knowledge of project management principles, change management practices and administrative processes in a large complex organisation.

**DESIRABLE CHARACTERISTICS****Educational/Vocational Qualifications:**

- > Undergraduate degree in a quantitative discipline (including business analysis, data science, economics, mathematics, and statistics)

**Personal Abilities/Aptitudes/Skills:**

- > Proven ability to analyse health care related data to draw insights and evaluate health policy and health services in a complex environment.
- > Expertise in programming in open-source software, such as R or Python.

**Experience:**

- > Demonstrated experience in providing analytical support to evaluate policy and/or support strategic planning.

**Knowledge:**

- > Comprehensive understanding of one or more of economics, health data, mathematical and/or statistical modelling, predictive analytics, and/or statistical methods.
- > Comprehensive understanding of the Australian health care system and health care funding models.
- > Understanding of complex healthcare delivery systems, including health policy trends within the Australian and South Australian health systems and its effect on patient outcomes.
- > An understanding of emerging directions within health services, in particular in the aspects of data and analytics, nationally and internationally.

### 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 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., Barossa Hills Fleurieu Local Health Network Inc., Eyre and Far North Local Health Network Inc., Flinders and Upper North Local Health Network Inc., Limestone Coast Local Health Network Inc., Riverland Mallee Coorong Local Health Network Inc., Yorke and Northern 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.

### Health Network/ Division/ Department:

The Health Insights Unit sits within the Data, Analytics and Insights Branch in the Commissioning and Performance Division. Its core function is to provide actionable insights on health care policy and to support evidence-based decision making. The unit supports the Department to deliver the strategic directions for SA Health by analysing disparate data sets, academic literature, policy documents, and other authoritative sources. The unit's approach includes in-depth data analysis techniques that range from statistical modelling to qualitative content analysis. By integrating insights from these various sources, we gain a comprehensive understanding of issues, identify best practices, and formulate evidence-based strategies.

## 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 understood the responsibilities associated with role, the organisational context and the values of SA Health as outlined 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	10/07/18	Minor formatting with order of information amended.
V4	11/07/18	26/03/19	Updated legal entities for Minister and Department title on Page 7. Updated Immunisation Guidelines to Policy Directive under general requirements.
V5	27/03/19	04/06/19	Added categories for immunisation requirements on front page.
V6	05/06/19	25/06/19	Updated changes to the Criminal Relevant History and Screening.
V7	26/09/19	09/06/20	Updated legal entities to include new regional LHN's.
V8	10/06/2020	03/05/2021	Update Risk Management Statement
V9	04/05/21		Inclusion of integrity statement under Code of Ethics on Page 6
V10	08/12/2023		
V11	30/05/2024		Adjusted to reflect the focus of Health Insights Unit