Government of South Australia

SA Health

ROLE DESCRIPTION

Role Title:	Technical Systems Analyst
Classification Code:	ASO6
LHN/ HN/ SAAS/ DHW:	Department for Health and Wellbeing
Hospital/ Service/ Cluster	DHW
Division:	Corporate and System Support Services
Department/Section / Unit/ Ward:	Hospital Revenue Systems
Role reports to:	Manager Data Management and Systems
Role Created/ Reviewed Date:	24 September 2020
Criminal History Clearance Requirements:	☐ Aged (NPC) ☐ Working With Children's Check (WWCC) (DHS) ☐ Vulnerable (NPC) ☒ General Probity (NPC)
Immunisation Risk Category Requirements:	☐ Category A (direct contact with blood or body substances) ☐ Category B (indirect contact with blood or body substances) ☒ Category C (minimal patient contact)

ROLE CONTEXT

Primary Objective(s) of role:

Responsible for technical development, complex data analysis, building dashboard reports for corporate systems managed by corporate systems support. Stakeholder management with hospital administrative staff, ICT personnel, clinicians, system vendors and consultants and other relevant external parties. Implementation of internal projects including business processes and change management activities. Compliance with data integrity and interface requirements, and the ongoing development of quality systems and procedures will be a feature of the position.

The position is also responsible for technical advice, training and assistance with management of corporate systems across the Health Portfolio.

Direct Reports:

> Nil

Key Relationships/ Interactions:

Internal
> Will relate closely with management and staff of units within Hospital Revenue Systems, the Finance and Corporate Services Division and Divisions within SA Health.

External
> Department of Human Services.
> Will liaise with external service providers (e.g. Workcover, Private Health Funds, etc).

Challenges associated with Role:
Major challenges currently associated with the role include: > Working with local health networks (including pathology and radiology business areas) to drive and implement the required business system process changes to achieve revenue outcomes > A variety of different business systems and associated processes across multiple sites that require improvement for efficiency and controls

Delegations:
> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Revenue business processes and systems	> The design, development, and implementation of appropriate revenue billing business systems and business processes to consolidate and improve revenue IT and business systems across SA Health; > Data Analysis of large and complex data sets and be able to extract, merging and preparing data from different data sources or data warehousing systems using SQL/SAS to provide commercial insights > Provision of technical applications analysis, development and support for revenue systems changes; > Identifying business requirements and developing appropriate remedial strategies and change specifications to re-engineer business processes and systems; > Providing project management in relation to revenue system development and business process improvement projects; > Ensure there is effective communication with and co-ordination of internal and external resources being applied to revenue system development and business process improvement projects; > Providing expert advice, training and assistance to SA Health personnel in the business process changes required for efficient and effective billing and disbursement functions.
Maintenance and Data Integrity	> Developing and maintaining effective and properly controlled interfaces between various revenue billing and financial systems and business process improvements; > Ensuring there are effective internal controls, standards and audit trails applied with revenue systems and business processes; > Providing revenue database audit and administration functions as required; and > Identification of risks and the undertaking of necessary remedial actions.
Standards and Quality	> Collaborating with key stakeholders in systems development, operations staff, other agencies and divisional staff; and > Identifying and communicating business process and administrative impacts of Commonwealth and other requirements and providing input to the development of functions.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

Nil.

Personal Abilities/Aptitudes/Skills

> Strong ability to analyse complex data, undertake deep-dive analysis and deliver innovative business-focused analytics/solutions

> Excellent capabilities to work with large and complex data sets and be able to extract, merging and preparing data from different data sources or data warehousing systems using SQL/SAS to provide commercial insights

> Good understanding of accounting and revenue concepts.

> Proven ability to act professionally, accept responsibility, work under limited supervision and manage and coordinate a team with high workloads to deliver the desired outcomes.

> Highly developed analytical and problem solving skills to enable effective identification of process and policy issues and systems impacts and provide accurate system based like solutions.

> Ability to establish and maintain sound working relationships with senior management and staff.

> Highly developed communication skills, both oral and in writing, to enable effective services to be delivered to a diverse range of clients with varying needs. Possess negotiation skills necessary for dealing with external clients and agencies.

Experience

> Proven experience in the design, development, implementation and maintenance of major business systems projects in a revenue, finance, accounting, ICT, Business Analysis or similar function.

> Demonstrated experience in providing technical applications analysis, business systems development and support in order to implement solutions requiring complex relational databases, extraction and interfaces using industry based file formats

> Proven experience in report generation, including gathering business requirements; creating insightful self-service analytics dashboards in BI/Analytics tool and databases such as Oracle or SQL Server; strong SQL/SAS programming; proficiency in MS Excel; and ability to work collaboratively with Information Management team or relevant technical team to improve data quality/capability and provide new data requirements for reporting and analytics purposes

> Demonstrated experience in managing data integrity and internal controls from multiple systems and sources involving financial processing functions in a large scale environment.

> Successful record of identifying business requirements and developing appropriate remedial strategies and change specifications to re-engineer business processes and systems. This includes proven experience in writing effective and readily understandable related reports.

Knowledge

> Sound knowledge of the principles of information databases, data integrity and matching.

> Knowledge of large computer based billing and administration systems and their structural relationship with subsidiary systems.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications

> Membership of an appropriate professional organisation.

Personal Abilities/Aptitudes/Skills

Nil.

Experience

> Demonstrated experience in the implementation of Online Medical claiming systems (Medicare Online and/ or Eclipse) and procedures.

Knowledge

> Knowledge of HL7 data exchange capabilities and standards.

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 the 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) 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.

Corporate Finance Services:

The Corporate Finance functions across SA Health are provided under an integrated service model ensuring alignment of services and consistency with corporate and service level requirements across the portfolio.

Corporate Finance Services is managed by the Director, supported by General Managers who are responsible for the development and maintenance of effective budget management, forecasting, performance management, planning and analysis systems and capabilities 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.

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