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SA Health Job Pack

Job Title	EPAS Business Analyst
Job Number	663874
Applications Closing Date	6 July 2018
Region / Division	Department for Health and Wellbeing
Health Service	EPAS Program / Program Delivery
Location	Adelaide CBD
Classification	ASO8
Job Status	Full Time / Term Contract (up to 28 December 2018)
Salary	\$110,505-\$114,813

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	Mel Wood
Phone number	7425 3231
Email address	melanie.wood@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:	Business Analyst, EPAS Program Delivery
Classification Code:	ASO8
LHN/ HN/ SAAS/ DHA:	Department for Health and Wellbeing
Division:	eHealth Systems
Directorate:	EPAS Program / Program Delivery
Role reports to:	EPAS Program Manager – Program Delivery
Role Created/ Reviewed Date:	Created October 2016 / May 2018
Criminal History Clearance Requirements:	<input type="checkbox"/> Aged <input type="checkbox"/> Child - Prescribed <input type="checkbox"/> Vulnerable <input checked="" type="checkbox"/> General Probity

ROLE CONTEXT

Primary Objective(s) of role:

- > The EPAS Business Analyst – Program Delivery is accountable to the EPAS Program Manager – Program Delivery for the managing and undertaking of a range of specialist technical analysis services and providing high level expert advice and support across the EPAS Program.
- > The EPAS Business Analyst – Program Delivery provides expert project management, advice and leadership to collect and analyses hospital data in preparation for configuration, defines site specific scope documentation, site activation deployment plans and prepares business processes for key work-streams.
- > The role resides within the EPAS Program Delivery Team, which is responsible for managing delivery of specific projects that relate to critical EPAS priorities and goals.

Direct Reports:

- > Nil

Key Relationships/ Interactions:

Internal

- > Liaises extensively with Directors, Managers and Technical Leads within the EPAS Program.
- > Works with all staff within the EPAS Program.
- > Required to liaise with clinicians, administrative and other relevant personnel, across SA Health.

External

- > Liaises with the EPAS Program preferred vendor (Allscripts).

Challenges associated with Role:

Major challenges currently associated with the role include:

- > The objectives and scope of specific EPAS Program projects are assessed and managed including the translation into operational plans.
- > Planning, scheduling, implementation and monitoring of a range of activities related to assigned EPAS Program projects and the implementation of risk mitigation strategies are managed effectively.
- > Specific EPAS projects are managed to achieve EPAS objectives and deadlines.
- > Project plans, goals, priorities and reporting methods within the framework of corporate plans and the objectives of the EPAS Program are established and monitored.
- > Roles, responsibilities and reporting requirements for personnel within projects/programs are identified and adequately resourced.

Delegations:
> Nil

Key Result Area and Responsibilities

Key Result Areas	Major Responsibilities
Provide significant expertise and expert advice into the planning, design, build, configuration and maintenance of specific requirements of the EPAS Solution to support related processes and procedures across SA Health through:	<ul style="list-style-type: none"> > Analysing, documenting, configuring and maintaining enterprise requirements for EPAS Solution. > Leading the Business Analyst work streams for Product Upgrades, Functional Configuration and other specialist technical services as required. > Leading the Business Analyst work streams for preparation of deployment plans for each in scope site as required. > Providing advice and assistance in developing specifications for functional configuration and technical requirements to support the functional build activities. > Identifying workflow problems, design and implement effective, appropriate solutions for in scope sites. > Determining and conducting the complex analysis of business requirements and directing the development, implementation and maintenance of functional requirements for the Program. > Working closely with the Program Manager, Project Managers and Technical Leads to prepare workflow processing for in scope sites. > Coordination and analysis of Hospital/site and User/Staff data.
Contribute to the development of a culture and ethos that is outcome and performance focused for the EPAS Program through:	<ul style="list-style-type: none"> > Prioritising and ensuring that work is completed on schedule in accordance with agreed timelines and work practices. > Delivering expertise for the provision of functional advice on complex issues affecting the team in meeting its collective objectives. > Influencing, maintaining and supporting a culture of performance, professionalism and continuous improvement within the team. > Working in a collaborative manner with peers and other members of the EPAS Program team. > Consulting with current domain specific information systems owners, relevant eHealth Systems.
Ensure appropriate risk management processes are integrated into all aspects of EPAS Program processes through:	<ul style="list-style-type: none"> > Complying with EPAS risk management processes to ensure that information management is accurate and appropriate to support clinical service delivery for patients and the business of SA Health. > Complying with the EPAS change management processes. > Contributing to the EPAS Program Risk Management process by ensuring that risks are documented with plausible elimination or mitigation strategies. Ensure that appropriate solutions are constructed, approved and implemented and that uncontrolled risks are escalated.
Contribute to continuous service improvement with EPAS Program processes to align to SA Health's business and EPAS Program strategic objectives through:	<ul style="list-style-type: none"> > Contribute to the development of an integrated team approach and culture which is highly responsive to the needs of the EPAS Program. > Undertake training as required attaining and maintaining the required competency level of skills and knowledge applicable to the role. > Support the development of a culture and ethos across the EPAS Program which is outcome and performance focused. > Contribute to the generation of ideas for the improvement and review of work practices.

Knowledge, Skills and Experience

ESSENTIAL MINIMUM REQUIREMENTS

Educational/Vocational Qualifications

- > Nil

Personal Abilities/Aptitudes/Skills:

- > Ability to prioritise, plan, lead, implement, evaluate and manage complex business requirements and assigned projects, taking into account operational, political, financial and strategic issues within the framework of the corporate objectives.
- > Proven capacity to conduct high level research, analysis and development of resolutions for complex problems, recommend major changes to critical system environments, identify and evaluate project risks and emerging technical and business opportunities and provide expert advice.
- > Demonstrated interpersonal, written and verbal communication skills with high level ability to articulate and present complex concepts clearly and concisely, consult, liaise, influence and relate effectively with a diverse client base and negotiate successful and ethical outcomes.
- > Well-developed financial, resource and staff performance management skills.
- > Proven ability to work independently, as well as collaboratively in a multi-disciplinary team.
- > Highly developed use of Microsoft Visio, Excel, Word and Power Point for presentation and analysis of information.
- > Refined facilitation and presentation skills.

Experience:

- > Significant experience in preparing complex deployment plans.
- > Proven experience in the design, development, implementation and maintenance of major business systems projects in a IT, Business Analysis or similar function.
- > Demonstrated experience in functional and technical application analysis, design, configuration and support of software solutions within a large, complex clinical organisations.
- > Experience with business system solutions including data extraction/integration using industry based file formats.
- > Proven experience in the use of analytical and problem solving skills to enable effective identification of process and/or policy issues and their system impacts.
- > Proven experience in work flow innovation initiatives to enhance effective use of resources.

Knowledge:

- > Demonstrated sound knowledge of the principles of information databases, data integrity and matching
- > Demonstrated ability to understand, interpret and apply business process and policy requirements to practical situations, and provide solutions.
- > Detailed knowledge of Risk & Issue process and procedures.
- > Demonstrated knowledge of National and SA Health Reform, bench marking initiatives and evolving models of care for clinical service delivery.

DESIRABLE CHARACTERISTICS

Educational/Vocational Qualifications:

- > Relevant Postgraduate Degree.
- > Relevant clinical qualification to specific domain.
- > Degree or Diploma in Computing Science or equivalent.
- > IIBA BABOK accreditation highly desirable.

Knowledge:

- > Previous experience within a Health Care or Health Service setting would be desirable.

Special Conditions:

- > May be required to work outside of normal business hours or as part of a roster during specific periods.
- > The incumbent may be required to travel or work across and/or be located at any of the Department of Health units/divisions as required.
- > A flexible approach to the taking of leave is required.
- > Some travel may be required
- > May be required to work 24/7 rosters
- > 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 Guidelines for Health Care Workers in South Australia 2014.*
- > *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 & 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:
<p>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.</p> <p>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.</p> <p>SA Health employees will not misuse information gained in their official capacity.</p> <p>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.</p>
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, the Minister for Ageing, and the Minister for Mental Health and Substance Abuse. The Department for Health and Ageing 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.

Health Network/ Division/ Department:

SA Health has committed to implementing a new Enterprise Patient Administration System ("EPAS") as the foundation of Australia's first fully integrated state-wide electronic Health Record ("eHR").

The implementation of an EPAS will signal significant change throughout SA Health. Most, if not all, medical, nursing, midwifery, allied health and support staff will be affected by the introduction of the new system and in particular the new capabilities and associated ways of working that will result from the introduction of an EPAS.

Clinical leadership and engagement will be paramount to drive business change across the health system with particular focus on developing new business models of patient care which the EPAS solution will be configured to support. As a result, clinical engagement for the EPAS program will need to commence in the planning phase for the Program and continue throughout the implementation and post-implementation phases to ensure effective and efficient delivery of the EPAS Program. The SA Health EPAS Program is a clinical Program that uses information technology to support clinical practice innovation. Therefore embedding an ethos of innovation and clinical engagement through the course of the Program is critical.

The EPAS Program brings together SA Health leadership, the clinical community, administration and ICT staff into a single Program Team responsible for the implementation of EPAS across all South Australia's health care facilities. The EPAS solution will play a central role in supporting the South Australian health reform agenda by providing the means of transforming SA Healthcare: A single information system for partnerships in care at all times in all places.

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:

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		Minor formatting with order of information amended.