

POSITION DESCRIPTION

WNSWLHD - Clinical Systems Senior Business Analyst

challenge yourself make an **impact** shape the **future**

Western NSW is not your average Local Health District. We're a place where you can bring your purpose to life, fast track your career and broaden your scope through interesting and challenging work scenarios. We value autonomy and responsibility, and will always support you in an inclusive, collaborative and caring team environment. We strive for healthier rural people and thriving communities, bringing care closer to home through our virtual and integrated care services. With innovation at the heart of all roles, you'll be part of shaping the future of rural health. Sometimes it will be hard, other times demanding, but we promise it will always be extremely rewarding.

Organisation	NSW Health
Local Health District / Agency	Western NSW Local Health District
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Category	Information and Communication Technology IT Support & Administration
Website	https://wnswlhd.health.nsw.gov.au

PRIMARY PURPOSE

This position is responsible for reviewing business needs, developing business requirements, implementing business requirements, maintenance, trouble shooting and general administration of the Far West Local Health District (FWLHD) and Western NSW Local Health District (WNSWLHD) Clinical Systems.

COVID-19 VACCINATION COMPLIANCY

All NSW Health workers are required to have completed a primary course of a COVID-19 vaccine which has been approved or recognised by the Therapeutics Goods Administration (TGA). Additionally, Category A workers are required to receive a booster dose three months after completing the primary course of COVID-19 vaccinations. New applicants must have completed the vaccination course prior to commencement with NSW Health, or provide an approved medical contraindication certificate (IM011 immunisation medical exemption form) certifying the worker cannot have any approved COVID-19 vaccines available in NSW.

Acceptable proof of vaccination is the Australian Immunisation Register (AIR) Immunisation History Statement or AIR COVID-19 Digital Certificate. Booster doses are highly recommended for all health care workers who have completed the primary course of COVID-19 vaccinations.

For Category A applicants, if dose 3 is not yet due they can sign the undertaking form to confirm they will receive the vaccine within 6 weeks of the dose due date.

RESPIRATOR USE

NSW Health workers may be required to use a respirator, as part of their appointment with NSW Health. Where a respirator is required for use, workers will be instructed in their safe use; including donning, doffing and fit checking. Staff may be required to complete fit testing to selected respirator/s to assess their facial fit/seal.

At all times when a health worker is required to use a respirator, the health worker must not have any facial hair present. Processes are in place to support workers that need to keep facial hair due to religious observance requirements and/ or health conditions.

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KEY ACCOUNTABILITIES

The accountabilities outlined below indicate the scope of the position. The incumbent may be asked to perform job-related tasks other than those specifically stated in this description:

- Acting as a business process liaison between clinicians and application users and other key stakeholders to ensure clinical business needs are translated into solutions.
- Provision of a professional level of core and front-end level 2 application support, including resolving clinical systems related issues through high level of customer support (including on call).
- Development of user documentation, checklists and any other documentation to assist in the use of clinical systems.
- Development of detailed business analysis documentation such as workflows, briefs, business cases, user requirements and project related documents.
- Assist in the development of strategic documents relating to the future direction of clinical systems within FWLHD & WNSWLHD.
- Manage and maintain an effective communication strategy with all relevant stakeholders / customers across FWLHD & WNSWLHD.
- Manage key risks, issues and changes in relation to clinical systems whilst maintaining logs associated with the same. This includes assisting with testing of clinical systems.
- Provide support and training for clinical systems to managers, educators, clinicians and administration staff.

KEY CHALLENGES

- Prioritising tasks and managing conflicting priorities in a high volume work area
- Ensure a highly professional, performance based, innovative, responsive and accountable customer service focus
- To role model strong, effective management that is based on the organisation's values, driving operational priorities, achieving performance and meeting all legislative and policy requirements

KEY RELATIONSHIPS

Who	Why
Line Management	Escalate issues, keep informed, receive advice and direction
Health ICT team	Holistic management of system
Clinical System Users	To ensure system are performing and meeting expectations. Provision of service, training and support.
Vendors	To work closely with vendors regarding issues, implementation, testing, and upgrades.
eHealth NSW	Strategical relationship and partner in management of clinical systems

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SELECTION CRITERIA

1. Health leadership experience with the ability to influence and drive positive changes in systems of healthcare delivery.
2. Sound understanding and experience in information technology, clinical information systems, clinical devices, patient flow and clinical workflow processes within a hospital setting.
3. Demonstrated high level organisational skills and experience working independently as well as in a team environment with a capacity to prioritise and multi-task.
4. Demonstrated ability to translate, document and turn clinical business requirements into solutions
5. Demonstrated customer focused experience engaging, negotiating and facilitating to resolve issues and coordinate groups with key stakeholders.
6. Demonstrated experience in training clinical staff
7. Demonstrated excellent written and oral communication skills
8. Current licence to drive in NSW with the ability to drive for work purposes, including occasional overnight stays.

OTHER REQUIREMENTS

The role and its responsibilities are to be carried out in a manner that is consistent with all relevant delegations, policies and procedures, at both the LHDs and NSW Health levels.

Consistent with this, all employees are:

1. Expected to model the NSW Health values and ensure all workplace conduct aligns with these values and the NSW Health Code of Conduct.
2. Required to identify, assess, eliminate/control and monitor hazards and risks within the workplace, to the extent of delegated authority for the role, as per Work Health Safety policy/procedure.
3. Expected to provide safe, high quality healthcare and services, identify and manage clinical risk as applicable to the role, and participate in continuous improvement activities, in line with the LHD's strong commitment to quality and safety.

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Job Demands for: WNSWLHD - Clinical Systems Senior Business Analyst

Physical Demands	
<p>Respirator use - Wearing of a respirator, to ensure protection against exposure to respiratory pathogens/ hazardous materials</p> <p>Infrequent</p>	<p>Sitting - remaining in a seated position to perform tasks</p> <p>Constant</p>
<p>Standing - remaining standing without moving about to perform tasks</p> <p>Frequent</p>	<p>Walking - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Frequent</p>
<p>Running - floor type: even/uneven/slippery, indoors/outdoors, slopes</p> <p>Infrequent</p>	<p>Bend/Lean Forward from Waist - forward bending from the waist to perform tasks</p> <p>Occasional</p>
<p>Trunk Twisting - turning from the waist while sitting or standing to perform tasks</p> <p>Occasional</p>	<p>Kneeling - remaining in a kneeling posture to perform tasks</p> <p>Occasional</p>
<p>Squatting/Crouching - adopting a squatting or crouching posture to perform tasks</p> <p>Occasional</p>	<p>Leg/Foot Movement - use of leg and/or foot to operate machinery</p> <p>Occasional</p>

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<p>Climbing (stairs/ladders) - ascend/descend stairs, ladders, steps</p> <p>Occasional</p>	<p>Lifting/Carrying - light lifting and carrying (0 to 9 kg)</p> <p>Occasional</p>
<p>Lifting/Carrying - moderate lifting and carrying (10 to 15 kg)</p> <p>Occasional</p>	<p>Lifting/Carrying - heavy lifting and carrying (16kg and above)</p> <p>Infrequent</p>
<p>Reaching - arms fully extended forward or raised above shoulder</p> <p>Infrequent</p>	<p>Pushing/Pulling/Restraining - using force to hold/restrain or move objects toward or away from the body</p> <p>Occasional</p>
<p>Head/Neck Postures - holding head in a position other than neutral (facing forward)</p> <p>Frequent</p>	<p>Hand and Arm Movements - repetitive movements of hands and arms</p> <p>Not Applicable</p>
<p>Grasping/Fine Manipulation - gripping, holding, clasping with fingers or hands</p> <p>Frequent</p>	<p>Work at Heights - using ladders, footstools, scaffolding, or other objects to perform work</p> <p>Infrequent</p>
<p>Driving - Operating any motor powered vehicle</p> <p>Frequent</p>	

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Sensory Demands	
<p>Sight - use of sight is an integral part of work performance (e.g. viewing of X-Rays, computer screens)</p> <p>Constant</p>	<p>Hearing - use of hearing is an integral part of work performance (e.g. Telephone enquiries)</p> <p>Constant</p>
<p>Smell - use of smell is an integral part of work performance (e.g. working with chemicals)</p> <p>Infrequent</p>	<p>Taste - use of taste is an integral part of work performance (e.g. food preparation)</p> <p>Not Applicable</p>
<p>Touch - use of touch is an integral part of work performance</p> <p>Repetitive</p>	

Psychosocial Demands	
<p>Distressed People - e.g. emergency or grief situations</p> <p>Infrequent</p>	<p>Aggressive and Uncooperative People - e.g. drug/alcohol, dementia, mental illness</p> <p>Infrequent</p>
<p>Unpredictable People - e.g. dementia, mental illness, head injuries</p> <p>Infrequent</p>	<p>Restraining - involvement in physical containment of patients/clients</p> <p>Infrequent</p>

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<p>Exposure to Distressing Situations - e.g. child abuse, viewing dead/mutilated bodies</p> <p>Infrequent</p>	
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<p align="center">Environmental Demands</p>	
<p>Dust - exposure to atmospheric dust</p> <p>Infrequent</p>	<p>Gases - working with explosive or flammable gases requiring precautionary measures</p> <p>Not Applicable</p>
<p>Fumes - exposure to noxious or toxic fumes</p> <p>Infrequent</p>	<p>Liquids - working with corrosive, toxic or poisonous liquids or chemicals requiring PPE</p> <p>Infrequent</p>
<p>Hazardous Substances - e.g. dry chemicals, glues</p> <p>Infrequent</p>	<p>Noise - environmental/background noise necessitates people raise their voice to be heard</p> <p>Infrequent</p>
<p>Inadequate Lighting - risk of trips, falls or eyestrain</p> <p>Infrequent</p>	<p>Sunlight - risk of sunburn exists from spending more than 10 minutes per day in sunlight</p> <p>Occasional</p>
<p>Extreme Temperatures - environmental temperatures are less than 15°C or more than 35°C</p> <p>Infrequent</p>	<p>Confined Spaces - areas where only one egress (escape route) exists</p> <p>Infrequent</p>

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<p>Slippery or Uneven Surfaces - greasy or wet floor surfaces, ramps, uneven ground</p> <p>Infrequent</p>	<p>Inadequate Housekeeping - obstructions to walkways and work areas cause trips and falls</p> <p>Infrequent</p>
<p>Working At Heights - ladders/stepladders/scaffolding are required to perform tasks</p> <p>Infrequent</p>	<p>Biological Hazards - exposure to body fluids, bacteria, infectious diseases</p> <p>Infrequent</p>