

POSITION DESCRIPTION

Position Details

Position Title	Process Improvement Officer
Division	Digital Health Office
Department	Health Informatics
Team	Clinical Solutions
Position overview	This role is responsible for implementing process improvement methodologies to analyse and improve business processes to support Virtus Health strategic priorities
Reports to	Clinical Solutions and Data Insights Manager
Direct Reports	None
Internal stakeholders	Virtus Health Senior Executive Digital Health Senior Leadership Team (SLT) Strategic Work Stream Committees Health Informatics Project Teams State and National Level Management Teams State and National Level Clinicians ICT Services Information Security Research
External Stakeholders	Technology Development Partners External Project Advisors Third party service providers

Key accountabilities:

Business Process Improvement

- Work collaboratively with clinicians, front-line staff and other stakeholders including patients to design and implement systems that produce optimal clinical and process outcomes.
- Lead a portfolio of Continuous Improvement Initiatives in conjunction with teams across the organisation to deliver the process, technology and people changes to deliver end to end experience improvement.
- Use quality tools to analyse problems (e.g. fish-bone diagrams, root cause analysis, failure mode and effect analysis, flow-charting, pareto analyses), and apply six sigma, lean, Toyota production System, or PDSA/PDCA for the overall project approach.
- Analyse and measure the effectiveness of existing business processes and develop sustainable, repeatable and quantifiable business process improvements.
- Elicit requirements and drive process change using interviews, document analysis, requirements workshops, surveys, site visits, business process descriptions, business analysis and workflow analysis
- Develops process maps of 'as is' and 'to be' and other process documentation to facilitate analysis and optimisation of processes.

- Design and implement a clear, well-defined process with clear inputs, outputs, and roles & responsibilities – integrates people, process, and technology components of process design
- Leverage automation and digital processes to realise performance improvements.
- Use performance data to identify and analyse opportunities for improvement
- Assist project team with change management and implementation of process improvements.
- Completes post implementation reviews to ensure successful delivery has been achieved and to ensure that improvements can be made for future projects
- Lead work streams and work collaboratively with Subject Matter Experts and analyse data to determine root causes of problems
- Monitors business improvement processes and tracks the progress of any recommendations proposed.
- Develop Benefits Realisation Plans and key performance measures, and evaluate the project outcomes.
- Ensure risks and issues are identified and communicated in a timely fashion.

Stakeholder Engagement

- Lead and facilitate root cause identification and solution development workshops
- Liaise and work with business units to define and re-design business processes.
- Work closely with operational teams in leading and delivering on initiatives and process capabilities that enable improved effectiveness, efficiency and experiences
- Coach business units in the use of process improvement methodology in addressing business processes.

Other duties

- Other duties as directed by the line manager

Key Selection Criteria

Education/Qualifications:

1. Experience in leading process improvement initiatives with proven results
2. Demonstrated experience and/or formal training in process/performance improvement science. This includes, but is not limited to, Lean Healthcare /TPS (Toyota Production Systems), Six Sigma (DMAIC), PROSCI model, IHI's (Institute for Healthcare Improvement) Model for Improvement
3. Experience leading and facilitating improvement projects with a sound understanding of project planning and project management. Clinical process improvement experience is highly desirable

Key Skills and Experience

1. Strong business acumen and analytical skills in order to see the big picture and draw out insights and observations including understanding the value of data and metrics to inform service improvements.
2. Demonstrated knowledge and experience of process automation and robotic automation tools/ best practices will be highly regarded.
3. Sound knowledge of project management methodologies
4. Demonstrated problem solving skills with the ability to develop strategic and innovative solutions to issues as they arise.
5. Proven self-motivation and result-orientated attributes with the ability to perform under pressure of aggressive deadlines.
6. Experience working in a team oriented, collaborative environment.
7. Demonstrated flexibility and adaptability to a range of complex tasks, changing roles, skill requirements and organisational structure
8. High level time management skills with the proven ability to manage competing priorities and deliver outcomes.
9. Demonstrated high level skills in Microsoft Outlook, Work Excel, Visio and PowerPoint
10. Demonstrated experience in conducting business process redesign, documentation of workflow, data flow analysis diagrams, benefits realisation and change management documents.
11. Extensive experience in supporting delivery of business outcomes, to time and expected levels of quality, including the ability to manage risks and issues within a project.
12. Well-developed interpersonal, consultation and negotiation skills with demonstrated capacity to broker effective clinical solutions with a diverse range of internal and external key stakeholders.
13. Availability and ability to work outside normal working hours when required, including on-call support during go live.
14. Willingness to travel between states.
15. Ability to work in a flexible team environment, potentially across different international time zones.

Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position, and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive. I accept that the Position Description may be subject to amendments and updated periodically due to organisational requirements.

Employee Name: _____

Employee Signature: _____

Date: _____