

POSITION DESCRIPTION

Position Title: Senior Clinical Analyst

Department: Digital Health

Principle Responsibility:

The Senior Clinical Analyst is part of the Health Informatics Team and reports into the Digital Health Office.

The Senior Clinical Analyst manages the review and analysis of business operations, system and business needs to help identify changes that lead to business improvements and inform technology functionality. The position is responsible for the successful coordination and execution of requirements gathering and solution development activities within an allocated workstream(s), team or project sprint.

Department: Digital Health Office

Reports to: Clinical Solutions Manager

Supervises: None

Internal Contacts: Virtus Health Senior Executives
 Strategic Work Stream Committees
 Project Teams
 State and National Level Management Teams
 State and National Level Clinicians
 Group ICT
 Group Information Security
 Group Research

External Contacts: Technology Development Partners
 External Project Advisors
 Third party service providers

Specific responsibilities:

Solution Analysis, Design and Build

- Inform the design and build of business systems by providing accurate information about business needs and priorities by adopting contemporary analysis best-practice methodologies and processes.
- Gather requirements from key stakeholders using a range of sources such as interviews, document analysis, workshops, surveys, business process descriptions, use cases, scenarios, business analysis, and workflow analysis.
- Create business, functional and technical requirements documents, user stories based on captured data and in accordance with protocol/standards.
- Work with the digital health team and end users to ensure necessary changes to business processes, systems, technology, job roles and organisational structures are readily adopted and effectively implemented through creation of clear process workflows, user stories and technical documentation.
- Analyse and consolidate information to develop business cases to support achievement of business objectives.
- Define and document the impact on business by comparing current state to future state processes.
- Provide project management team with identified risks, concerns, and ambiguities discovered during the gathering of requirements and assist team in developing solutions.
- Participate in testing, including the development of test scenarios and test cases, as well as assisting in the execution of tests including with end users and the identification, logging and tracking of defects.
- Perform end user and application support functions including problem solving.
- Provide 'on-floor' and telephone support for end users at and post go-live.

Stakeholder Management and Communication

- Assess the business impact on workflows as a result of design decisions the solution implementation and work with the impacted groups to develop appropriate change strategies
- Present technical concepts in simple and understandable terms so as both technical and non-technical audiences gain an understanding of the problem and proposed solution
- Facilitate open communication and discussion between stakeholders by developing, maintaining and working to stakeholder engagement strategies and plans.
- Collaborate with, and facilitate stakeholder groups, through formal or informal channels to ensure that stakeholder concerns and requirements are well understood by the project team.

Collaboration and Teamwork

- Work with internal program teams to achieve project and program milestones on time.
- Provide coaching to clinical analysts.
- Demonstrated ability to work independently and/or collaboratively within a team environment, with a strong customer focus.

Other duties

- Other duties as directed by the line manager.

Key Selection Criteria

Education/Qualifications

1. Minimum of 3 years business/process analysis experience, preferably in a lead role with supporting qualifications from credible training providers and recognised certifications, such as IIBA.
2. Clinical or healthcare background is beneficial but not essential.
3. Formal Project Management certification (PRINCE2, PMP), Agile-Scrum and/or Customer Experience is highly desirable.

Key Skills and Experience

1. Good working knowledge of Business Analysis Body of Knowledge (BABOK).
2. Relevant experience applicable to the implementation of digital health projects from the initiation, design, build, testing, training through to go-live support.
3. Demonstrated experience documenting business requirements with operational teams and working directly with technical teams to translate into application solutions.
4. Experience with “as is/to be” process mapping and/or systems integration.
5. Demonstrated experience with end user and application support functions including problem solving, logging and tracking of application function defects.
6. Proficiency in Microsoft Office Suite including Excel, Word and Visio and/or other PPM software
7. Demonstrated experience applying change management principles to ensure that optimal workflows are integrated into the daily work practices of clinical staff.
8. Excellent verbal and written communication skills, with the ability to communicate to diverse teams at all levels within the organisation and produce high quality documentation appropriate to the intended audience.
9. High level analytical skills including the ability to analyse and interpret complex information from numerous sources, prepare and present analysis and reports and achieve business focused solutions.

Other

1. A willingness to assume broader responsibilities and be accountable; the capacity to quickly gain the respect of the senior management and staff through good business sense and competence.
2. Willingness to travel between states with potential for some, infrequent international travel.
3. Ability to work in a flexible team environment, potentially across different international time zones.