

Position Description



Position Title:	Business Analyst/Trainer: Care Management System Implementation
Location:	321 Glenferrie Road, Malvern 3144
Department	Corporate
Reporting To:	General Manager Planning & Improvement
Main Purpose of Position:	To ensure appropriate training program and resources for the implementation of the VSK Care Management System.
Number of Direct Reports	0
Decision Making Authority	As per Very Special Kids' Delegation of Authority
Key Relationships	<p>Internal:</p> <ul style="list-style-type: none"> • General Manager Planning & Improvement • Care Management Project Manager • Care Management System Administrator • Hospice Manager & Deputy Manager • Family Support Team Manager & Deputy Manager • Hospice & Family Support Administrators <p>External:</p> <ul style="list-style-type: none"> • PalCare • Bridged IT managed services provider

Key Selection Criteria	<p>Qualifications/ Education Training and Work Experience</p> <ul style="list-style-type: none"> • Demonstrated successful delivery of employee training programs for ICT system implementation projects • Demonstrated experience in IT Business Analysis for Systems Implementation projects • Demonstrated ability in developing/configuring IT systems • Demonstrated stakeholder engagement expertise • Prior experience with electronic medical records systems highly advantageous • Training certification advantageous • Data migration experience advantageous
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	<p>Knowledge and Skills</p> <ul style="list-style-type: none"> • Ability to successfully deliver a training program including training needs assessment for core user groups, catering for various levels of IT proficiency • Ability to compare “as is” training materials with proposed process maps and system requirements to establish gaps and develop training materials accordingly • Ability to deliver training in one-on-one, group training and online formats • Ability to understand problems/issues and generate solutions through negotiation and influencing skills • Capacity to make decisions, implement solutions and escalate when required • Ability to identify opportunities to improve processes and work stakeholders to implement change • Ability to work on a broad range of business initiatives in a business analyst capacity when required • Ability to communicate to a diverse range of audiences in an informative, engaging and persuasive manner • Ability to utilise relationship building skills to achieve rapport with VSK staff and gain stakeholder buy-in <p>Personal Attributes</p> <ul style="list-style-type: none"> • Work in accordance with the VSK values of Respect, Collaboration, Community, Compassion, Learning and Integrity
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Key Areas of Responsibility

Care Management System Training Program

Key Performance Indicators

Work collaboratively with PalCare development team and VSK stakeholders to understand the overall solution.	Stakeholders for each phase have been trained and using the Care Management System to perform their role.
Develop a training program which is tailored to specific user groups, and considers the change impact to their role and processes.	
Coordinate training sessions to ensure stakeholder engagement	
Ensure training program caters for those being trained at go live and the transitioning of new employees thereafter.	
Ensure training materials are utilised for various contexts e.g. Training guides for each process, Quick Reference Guides for common tasks.	
Ensure training program caters for various methods of delivery one-on-one, group training and online training.	

Care Management System Testing & User Acceptance

Key Performance Indicators

Work collaboratively with PalCare development team and VSK Project Manager and System Administrator to assist in facilitating User Acceptance Testing.	Super users have been supported and User Acceptance Testing has been performed as planned.
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Assist super users in system navigation and configuration to support their User Acceptance Process.	
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Change Management and Communication

Key Performance Indicators

Support Project Manager and System Administrator to work with VSK operational staff to implement change management initiatives	VSK staff are engaged and involved in the Care Management System Project.
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Quality, Safety and Improvement

<p>VSK Employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:</p> <ul style="list-style-type: none"> • Acting in accordance and complying with all relevant Safety and Quality policies and procedures • Identifying risks, reporting and being actively involved in risk mitigation strategies • Participating in and actively contributing to quality improvement programs • Complying with the requirements of the National Safety & Quality Health Service Standards • Complying with the principles of Patient and family-centred care that relate to this position 	
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Conditions of Service	
Hours	0.4 EFT (30 hrs per fortnight) – ideally these will be spent on-site, days and times negotiable.
Salary Package	Negotiable – consulting assignment or fixed term contract
Tenure	Fixed term – 6 months commencing June 2019 and concluding Dec 2019.
General	Employment with Very Special Kids will be subject to a satisfactory Police Check and a Working with Children Check.

Privacy Statement: Personal Information may be collected and stored for the purpose of recruitment and selection. The information will only be used and disclosed for the primary purpose of its collection. Some exceptions exist. These may be obtained from the Privacy Officer.

Approvals	
Created by:	Kara Briggs, General Manager Planning & Improvement
Approved by:	Michael Wasley, CEO
Date of Last update:	11 June 2019