

# Position Description



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

<b>Key Selection Criteria</b>	<p><b>Qualifications/ Education Training and Work Experience</b></p> <ul style="list-style-type: none"> <li>• Demonstrated successful delivery of ICT system implementation projects</li> <li>• Demonstrated experience in IT Business Analysis for Systems Implementation projects</li> <li>• Testing experience including preparing test strategies, cases, data flow testing, facilitating &amp; executing user acceptance testing in a project environment with a high degree of relational database understanding</li> <li>• Strength in quality control and ensuring project delivery is understood, planned and UAT in place</li> <li>• Change management experience</li> <li>• Demonstrated ability in developing/configuring IT systems</li> <li>• Demonstrated stakeholder engagement expertise</li> <li>• Prior experience with electronic medical records systems highly advantageous</li> <li>• Experience in running user workshops</li> <li>• Data migration experience advantageous</li> </ul>
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	<p><b>Knowledge and Skills</b></p> <ul style="list-style-type: none"> <li>• Ability to understand problems/issues and generate solutions through negotiation and influencing skills</li> <li>• Capacity to make decisions, implement solutions and escalate when required</li> <li>• Workshop facilitation and documentation skills</li> <li>• User guide and procedural documentation skills</li> <li>• Ability to identify opportunities to improve processes and work stakeholders to implement change</li> <li>• Ability to work on a broad range of business initiatives in a business analyst capacity when required</li> <li>• Ability to communicate to a diverse range of audiences in an informative, engaging and persuasive manner</li> <li>• Ability to utilise relationship building skills to achieve rapport with VSK staff and gain stakeholder buy-in</li> </ul> <p><b>Personal Attributes</b></p> <ul style="list-style-type: none"> <li>• Work in accordance with the VSK values of Respect, Collaboration, Community, Compassion, Learning and Integrity</li> </ul>
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## Key Areas of Responsibility

### Technical Business Analysis

### Key Performance Indicators

Gathering and documenting business and technical requirements.	As per agreed project timelines and agreed deliverables.
Facilitating and coordinating key project activities between multiple project stakeholders (technical and business).	
Developing standard documentation such as solution design, implementation plans and testing plan and progress reporting	
Developing operational support documentation and new business processes.	
Go-Live Support - participate in "Go-Live" activities to ensure that end users feel supported and that the necessary change activities have occurred and are effective.	
Workshop facilitation	

### Care Management System Testing & User Acceptance

### Key Performance Indicators

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

**Change Management and Communication****Key Performance Indicators**

Support Project Manager and Trainer 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"> <li>• Acting in accordance and complying with all relevant Safety and Quality policies and procedures</li> <li>• Identifying risks, reporting and being actively involved in risk mitigation strategies</li> <li>• Participating in and actively contributing to quality improvement programs</li> <li>• Complying with the requirements of the National Safety &amp; Quality Health Service Standards</li> <li>• Complying with the principles of Patient and family-centred care that relate to this position</li> </ul>
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Conditions of Service	
Hours	37.5 hours per week
Salary Package	Negotiable – consulting assignment or fixed term contract
Tenure	Fixed term – 6 month – 12 months.
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:	Katrina Hall, HR Manager
Approved by:	Kara Briggs, GM Service Delivery & Improvement
Date of Last update:	30 January 2020