

Position Description

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| Position Title | Senior Business Specialist |
| Position Number | 30028733 |
| Division | Innovation & Digital Services |
| Department | EPR |
| Enterprise Agreement | Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025 |
| | Nurses and Midwives (Victorian Public Sector) Single Interest Employer Agreement 2024-2028 |
| | Allied Health Professionals (Victorian Public Health Sector) (Single Interest Employers) Enterprise Agreement 2021 - 2026 |
| Classification Description | Administration or Nursing/Allied Health equivalent |
| Classification Code | HS6 |
| Reports to | Manager |
| Management Level | Tier 4 - Shift Managers, Team Leaders & Supervisors |
| Staff Capability Statement | Please click here for a link to staff capabilities statement |
| Mandatory Requirements | <ul style="list-style-type: none"> National Police Record Check Registration with Professional Regulatory Body or relevant Professional Association Immunisation Requirements |

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

Our organisation is a child safe organisation, committed to the safety and wellbeing of all children and young people. All Aboriginal and Torres Strait Islander adults, children and families will be supported to express and be proud of their culture in an environment that is culturally safe and supported.

Our Vision

Excellent Care. Every Person. Every Time.

Our Values

CARING – We care for our community,

PASSIONATE – We are passionate about doing our best,

TRUSTWORTHY - We are open, honest and respectful

The Position

The Senior Business Specialist role within the ePR Team acts as the lead expert and conduit between the ePR Team and the clinical and other relevant departments. The senior business specialist is involved in the design or modification of business processes/work flows to ensure successful implementation of the ePR system. The key responsibilities are to provide guidance to members of the ePR Team and to lead the interaction with the stakeholders and subject matter experts in order to understand their problems and needs. The senior analyst gathers documents and analyses business needs and requirements. This role will validate clinical and administration processes to ensure that the ePR delivered meets the expectations of the clinical and administrative area represented.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

- Provide leadership and support to the ePR team ensuring that the team is equipped to deliver strategic goals for the organisation.
- Lead and provide specialist advice to clinical and other relevant departments and ePR team that enable business transformation and change
- Lead and execute communications plans and process redesign
- Identify and measure current clinical systems functionality needs
- Analyse existing processes to ensure functional requirements are documented
- Map workflow processes, detailing current and future processes, to assist implementation of a clinical system and model of care
- Own and create ePR Project work packages, as required
- Assist in the review of clinical & non-clinical content of the ePR vendor
- Develop a detailed understanding of the ePR Vendor's product suite and associated benefits
- Lead with recommendations on appropriate changes to Bendigo Health's clinical information system and workflow
- Contribute to the development and maintenance of clinical and non-clinical content for new work processes
- Participate in the development and review of training needs and policy and procedure materials
- Lead the change and business transformation with the delegated departments
- Champion the benefits of the ePR implementation across the assigned work area and providing support to ensure understanding by staff
- Provide progress reports as required
- Undertake a full range of support activities including user and application administration.
- Ensure all Incidents and Requests tickets are continually updated, and regular updates are provided to end-users.
- Provide on-call support as part of a rostered team.
- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes
- Maintain system data integrity and provide information system reports as and when required.
- Undertake systems testing which includes coordination and active participation in user acceptance testing of changes to both the application itself (e.g. upgrades and patches) and its environment (e.g. upstream or downstream systems)

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Degree qualified /or post-graduate qualifications in either health, business management or information technology related fields essential
2. Minimum 5 years' experience within hospital environment.
3. Demonstrated expertise in leading and evaluating business process, anticipating requirements, uncovering areas for improvement and developing and implementing solutions.
4. Demonstrated experience in leading and contributing to a workplace where change has occurred, including the ability to operate in an environment of change and continuous improvement.
5. Proven ability to clearly explain what needs to be achieved and ensures people have the necessary information to complete goals and project accountabilities
6. Excellent oral and written communication skills with proven ability to prepare project reports, correspondence and PowerPoint presentations for use in workshops / seminars and or training sessions
7. Well established organisational and time management skills with the ability to respond quickly and efficiently to demands, successfully manage competing priorities, maintain attention to detail and meet deadlines.
8. Capacity to work proactively, independently and with minimal direction, but also work collaboratively in a team environment
9. Ability to identify and seek information and resources required for others to work effectively, makes sure their practical needs are met and to help solve problems work process problems

Desirable

10. Demonstrated ability to be accountable for projects or functions which large scale workplace change

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).

- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.
- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.