Position Description

Position Title	Business Specialist
Position Number	30009734
Division	Digital Services
Department	Clinical Information Systems
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)EnterpriseAgreement 2021-2025
Classification Description	Administrative Grade 4
Classification Code	HS4 – HS28
Reports to	Manager Regional Community Programs
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	• National Police Record Check • Drivers Licence • 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 Business Specialist is responsible for the support and maintenance of the Regional Care Coordination Platform (RCP). Critical to the position is the understanding of the community care setting as the position provides a pivotal link between the business and the platform. The Business Specialist uses specialist knowledge to troubleshoot, design and redesign of both the business and the RCP Platform processes to gain positive outcomes for the end user experience and ultimately improvement in patient care.

The position represents an exciting opportunity for a health informatics driven individual to join a growing team which will be involved in the continued support and evolution of the RCP Platform.

The RCP Platform is a regional platform used by 16 health services within the Loddon Mallee Region. The role is primarily located within the Bendigo office, however from time to time the position will be required to work non-standard business hours and travel to support these sites as required.

Responsibilities and Accountabilities

Key Responsibilities

- Undertake the full range of application support activities including planning, research, regression testing and configuration of the RCP Platform

- Ensure all Service Desk Support Requests tickets are monitored, maintained and updated with regular updates being provided to end users.

- Assist with the review, development and validation of current and future community services clinical and administrative workflows and requirements analysis to ensure the RCP Platform supports the delivery of quality patient care.

- Liaise with users, vendors, government representatives and testing agencies as appropriate to ensure the operational requirements of the RCP Platform are met

- Develop and maintain effective working relationships with other teams/departments within the Innovation and Digital Services Division to ensure timely and effective assistance for the RCP Platform

- Provide specialist support to the RCP Platform users with a focus on understanding community services models of care and statutory reporting requirements and how these translate to the RCP modules, and reporting functionality.

- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes.

- Participate in planning for upgrades, patching, troubleshooting and optimising of the RCP Platform, including upstream or downstream systems as required.

- Develop and maintain up to date documentation for support procedures and end user training for the RCP Platform.

- Advise and support other projects undertaken within the Architecture & Applications Department and the Innovation and Digital Services Division.

- Provide on-call support as part of a rostered team if required.

- Other duties as directed by RCP System Specialist.

Key Selection Criteria

Essential

1. Degree qualified or post graduate qualifications in an eHealth, ICT or Business-related field preferred; equivalent business analyst/health information experience within a community care setting would be considered.

2. Demonstrated understanding of clinical processes, workflows, models of care and policies in a public health community care setting.

3. Demonstrated understanding and experience with system administration of electronic medical record systems within a community public health setting.

4. Demonstrated knowledge of statutory reporting models within a public community health setting.

5. Ability to meet tight deadlines in a fast-paced environment, while demonstrating and maintaining exceptional attention to detail.

6. Demonstrated interpersonal and conflict resolution skills, with the ability to interact effectively with all levels of clinical and non-clinical staff.

7. Demonstrated analytical skills including a strong problem solving aptitude.

8. Strong organisation skills with the ability to work independently and in a team as required.

Desirable

9. Knowledge of HL7 standards, integration and RCP integration messaging triggers.

10. Knowledge of Kofax integrated scanning solution.

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.