

## Position Description

Position Title	Business Analyst - Clinical
Position Number	30009948
Division	Clinical Operations
Department	MH Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2024-2028
Classification Description	RPN Grade 4 or Equivalent, depending on professional qualification
Classification Code	NP77
Reports to	Manager – Mental Health Development and Systems
Management Level	Non Management
Staff Capability Statement	Please click here for a link to <a href="#">staff capabilities statement</a>
Mandatory Requirements	<ul style="list-style-type: none"> <li>• National Police Record Check</li> <li>• Registration with Professional Regulatory Body or relevant Professional Association</li> <li>• Drivers Licence</li> <li>• Immunisation Requirements</li> </ul>

## Bendigo Health

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

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

## Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

## Our Values

**PASSIONATE** – We are passionate about doing our best – for our patients, our colleagues and our community.

**ACCOUNTABLE** – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

## The Position

Reporting to the Manager of Mental Health Development and Systems, the Business Analyst – Clinical plays a key role in the effective delivery of Mental Health and Wellbeing (MHW) services. Acting as the primary liaison between the Mental Health Development and Systems team and the clinical workforce, the role ensures that business processes and system workflows are designed and optimised to meet operational needs.

This position provides strategic leadership to promote consistent, high-quality clinical practices across all Mental Health services. Key responsibilities include refining and standardising business processes, advocating for clinical end-user needs, and developing detailed work packages and specifications to support system implementations and workflow improvements.

## Responsibilities and Accountabilities

### Key Responsibilities

- Review, enhance, and streamline clinical workflows and procedures to improve efficiency, including through system upgrades, configuration changes, and process automation.
- Collect, analyse, and report on data to support performance monitoring and informed decision-making across clinical functions.
- Analyse root causes of business issues and develop appropriate resolutions.
- Map workflow processes, detailing current and future processes, to assist implementation of a clinical and administrative system and model of care.
- Work with stakeholders and subject matter experts in the development and maintenance of clinical and administrative content for new work processes.
- Undertake a full range of support activities including user and application administration.
- Support the onboarding, induction, and ongoing training of clinical staff to ensure consistent understanding and use of clinical and administrative systems and processes.
- Manage and monitor all incident and service request tickets raised with vendors and internal service desks, ensuring timely updates and clear communication with end-users.
- Develop, document, and maintain support materials, including clinical manuals, procedures, training resources, and business rules for current and future systems.
- Maintain up-to-date knowledge of key Mental Health systems (such as iPM, CMI, and MH-DMR) across the patient episode of care.
- Ensure integrity of system data and provide information system reports as required.
- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes.
- Undertake systems testing which includes coordination and active participation in regression testing of changes to both the application itself (e.g. upgrades and patches) and its environment (e.g. upstream or downstream systems).

- Provide support for project activities, including contributing to planning, execution, and progress reporting as required.

## Key Selection Criteria

### Essential

1. Post graduate qualifications in mental health and /or related field, with demonstrated experience in clinical environments.
2. Registration with AHPRA or membership/eligibility with relevant professional organisation, with minimum of 5 years post qualification experience at full time equivalent within mental health.
3. Proven knowledge and experience with health information systems, reporting requirements and associated databases and clinical applications, with a sound understanding of how they interrelate
4. Demonstrated understanding of clinical processes, workflows, models of care and relevant policies in public mental health services.
5. Demonstrated analytical skills including a strong problem-solving aptitude.
6. Strong organisation skills, with the ability to work independently and collaboratively within a multidisciplinary team.
7. Highly developed interpersonal and conflict resolution skills, with the ability to engage effectively with all levels of clinical and non-clinical staff.
8. Excellent written and verbal communication skills, with the ability to convey complex information clearly and concisely.
9. Proficiency in health information systems used in public, private, or community mental health settings, along with strong skills in Microsoft Outlook, Word, Excel, and Visio.

### Desirable

10. Experience with specific mental health systems, such as MH-DMR (Mental Health Digital Medical Record) and CMI (Client Management Interface).

## 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.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health

- 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.*