

Position Description

Position Title	Business Analyst
Position Number	30011770
Division	Clinical Operations
Department	Mental Health Development and Systems
Enterprise Agreement	Victorian Public Mental Health Services Enterprise Agreement 2021-2024
Classification Description	Administrative G4 – G5
Classification Code	YC91 – YC92
Reports to	Manager – Mental Health Development and Systems
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

Reporting to the Manager of Mental Health Development and Systems, the Business Analyst plays a key role in the effective delivery of Mental Health and Wellbeing (MHW) services across the Mental Health Directorate. Acting as the primary liaison between the Mental Health Development and Systems team and both non-clinical and clinical staff, 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 practices across all services within the directorate. Key responsibilities include refining and standardising business processes, advocating for end-user needs, and developing detailed work packages and specifications to support system implementations and workflow improvements.

The position represents an exciting opportunity for a non-clinical or administrative professional with health industry experience, preferably in mental health, to apply their administrative insight to enhance service delivery, optimise systems, and support continuous improvement across the directorate.

Responsibilities and Accountabilities

Key Responsibilities

- Review, enhance, and streamline clinical and administrative 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 and administrative 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 education and training of staff to ensure consistent understanding and use of 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 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. Degree qualified or post-graduate qualifications in either health, business management or information technology related fields or; equivalent business analyst experience.
2. Demonstrated knowledge and experience with health information systems, including clinical and non-clinical applications, databases, and reporting tools, with the ability to analyse and interpret data for service improvement.
3. Demonstrated understanding of administrative processes, workflows, models of care and policies in public health facilities, preferably in mental health.
4. Demonstrated analytical skills including a strong problem-solving aptitude.
5. Strong organisation skills, with the ability to work independently and collaboratively within a multidisciplinary team.
6. Demonstrated interpersonal and conflict resolution skills, with the ability to interact effectively with all levels of clinical and non-clinical staff.
7. Excellent written and verbal communication skills to ensure ideas are clearly communicated and understood.
8. High level of proficiency in the use of health information systems and software applications (e.g. Microsoft Outlook, Word, Excel, Visio) to support clinical and administrative functions.

Desirable

9. Experience using specific mental health information systems, in particular MH-DMR (Mental Health Digital Medical Record) and CMI (Client Management Interface).
10. Experience working within the Mental Health sector.

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.