



POSITION DESCRIPTION – SYSTEMS ANALYST

REPORTS TO:	Director Health Services
DIRECT REPORTS:	Nil
HOURS:	Full Time (negotiable)
CLASSIFICATION:	Social, Community, Home Care and Disability Services Industry Award 2010 Level 5 (subject to skills/qualifications)

POSITION CONTEXT: Katungul Aboriginal Corporation Regional Health and Community Services is an Aboriginal not for profit organisation providing culturally attuned, integrated health and community services on the Far South Coast of New South Wales. Katungul is managed by a Chief Executive Officer reporting to a Board of Directors.

Katungul provides a broad range of services including:

- Primary Health Care
- Medical Specialist and Allied Health Services
- Child and Maternal Health
- Oral Health
- Mental Health
- Emotional Health
- Alcohol and Drug Services
- NDIS
- Children and Family Services
- Integrated Team Care (ITC)

The Systems Analyst role has responsibility for overseeing the implementation, maintenance and upgrading of information technology systems to support the delivery of Katungul's range of services and for related research, analysis and performance reporting functions. The Systems Analyst is an integral member of a collaborative team that works closely with Katungul's service areas to deliver the best outcomes for our Community.

KATUNGUL'S VALUES

1. TRUST

- Open and honest communication within our team and our community
- Creating a safe and supportive environment for all our staff and our people
- Remaining true to ourselves – our team, and the people we serve

2. LEADERSHIP

- Acting as role models for ourselves and for our entire community
- Leading by example and demonstrating unity in our decision-making
- Willingness to listen & encouraging others to achieve their goals & aims

3. RESPECT

- Showing tolerance, and treating one another with dignity and support
- Holding ourselves in high esteem and accepting the difference in others
- Exhibiting loyalty and pride in our values, and in our Aboriginal culture

4. PROFESSIONALISM

- Maintaining a strong work ethic, with passion and belief in what we do
- Persistently evaluating, reflecting, and improving ourselves and our service
- Displaying honesty, fairness and equality in all our interactions

5. COMMITMENT

- Showing true dedication and dependability in all our communication & actions
- Having confidence in one another, and in our ability to embrace new ideas
- Accepting responsibility for our actions and learning from our mistakes.

MAIN DUTIES AND RESPONSIBILITIES:

1. Working collaboratively with Katungul's program groups, identify, procure, implement and maintain information technology solutions to enhance the delivery of services to our community and meet performance reporting obligations to internal and external stakeholders.
2. Liaise with Katungul's Information Technology provider to ensure integration of systems in a multi-site, multi-program environment.
3. Support the collection, validation, storage and analysis of data for service monitoring, reporting, evaluation, quality control and improvement.
4. Develop high quality visualisations of key indicators for all reporting requirements (e.g. Quarterly, Bi-Annual, Annual Reports, local quality improvement initiatives and ad hoc requests).
5. Manage and improve processes for data entry and data quality of key data assets.
6. Along with Coordinators, administrate clinical information system access, confidentiality and security in accordance with relevant standards and privacy regulations to ensure data integrity and data reporting practices are consistent and compliant.
7. Contribute to the development and delivery of internal training workshops on clinical and organisational data management, governance and analytics.
8. Liaise with internal and external stakeholders to determine information needs.
9. Perform other duties commensurate with skills and experience as required.

RELATIONSHIPS RELEVANT TO ROLE

This position will be required to represent Katungul with external entities as indicated or necessary, including but not limited to:

- Other Aboriginal Community Controlled Health Services and Aboriginal Medical Services

- Peak bodies – e.g. AHMRC, NACCHO
- Local Health Districts (Southern NSW LHD)
- Primary Health Networks (Coordinare)
- NSW Ministry of Health and affiliates (such as the Centre for Aboriginal Health)
- Australian Government Department of Health (IAHP)
- Local government
- Universities
- Health professionals and professional Networks
- External Primary Care Service Providers

GENERAL RESPONSIBILITIES APPLICABLE TO ALL STAFF

- Be responsible to Director Health Services
- Work within Katungul's policies and procedures
- Commitment to culturally appropriate service provision
- Provide services in a way that recognises the many factors that affect a person's health status
- Commitment to client-centred care, integrated service provision and trauma informed practice
- Be a positive role model to clients, staff and visitors
- Work as part of the team
- Participate in continuous improvement and accreditation activities
- Maintain any professional qualifications/registrations required as part of the position
- Keep records and client notes in a professional way
- Ensure that clients and stakeholders understand how to make a complaint
- To perform any other duties as required by the immediate supervisor or the CEO

SELECTION CRITERIA

Essential

1. A sound knowledge and understanding of the Aboriginal Community, with a comprehensive understanding of the health issues impacting the lives of Aboriginal and Torres Strait Islander people with a strong commitment to improving health outcomes.
2. Relevant tertiary qualifications and/or relevant work experience in systems analysis, statistics, epidemiology or data science.
3. Demonstrated experience in the identification, procurement, implementation and maintenance of information technology solutions for a health and/or community service agency.
4. Highly competent computer skills including Microsoft Excel and Office suite with the willingness to develop competence in new technologies and software packages.
5. Demonstrated experience in the development of user-friendly reporting platforms appropriate to user needs and specific requirements.
6. Well-developed written and verbal communication skills including the ability to convey technical concepts to a non-technical audience.
7. Demonstrated experience working collaboratively with management and staff within and across teams to achieve organisational outcomes, and an ability to be flexible and adapt to changing work priorities.

8. Sound organisational skills with proven ability to work independently as well as a member of the team and deliver outcomes to time and scope.

SELECTION CRITERIA

Desirable

9. While this is not an Aboriginal Identified position, Aboriginal and Torres Strait Islander people are strongly encouraged to apply.
10. Familiarity with the National Key Performance Indicators and Practice Incentive Payment initiatives relevant to Indigenous Primary Care, including their reporting platforms.
11. Knowledge of the Medicare Benefits Schedule, in relation to the Primary Care setting.
12. Knowledge and understanding of trends, developments and issues in primary health care, particularly related to health data.
13. Familiarity with clinical and/or community services information systems, ideally including Communicare.

NOTE: All appointees to positions at Katungul ACRH&CS are required to obtain a Nationally Coordinated Criminal History Check (Police Check) and where applicable, a Working with Children Check. Employment is conditional pending the outcome of these checks.

CONDITIONS OF EMPLOYMENT:

- Terms and conditions of employment will be based on the Social, Community, Home Care and Disability Services Industry Award (MA 000100)
- Some on-call work or after-hours work may be required in this position, under approval of the appropriate Director
- This position will require some travel to Katungul's other Branches, outreach locations and community settings
- Possession of a Driver Licence is essential
- This position will require work within Katungul's medical clinics, where the worker is expected to follow Katungul's WHS policies and NSW Health Infection Control Procedures
- This position may require work with vulnerable or at-risk clients. The worker is expected to follow Katungul's WHS procedures and Mandatory Reporting obligations at all times in order to ensure safety of staff and clients