

Position Title: **Business Analyst – Grampians Health BBHR Project**

Campus: Ballarat or other Grampians Health Sites

Directorate: Chief Financial Officer

Department: Digital Health

Reporting to: Direct: Solution Architect

Indirect:

Direct Reports: Nil

Appointment Terms/Conditions:

Classification and Code: Administration Grade 5 (HS5)

Enterprise Agreement: Victorian Public Health Sector (Health Professionals, Health & Allied Services, Managers & Administrative Officers) Multiple Enterprise Agreement.

ORGANISATIONAL INFORMATION

Grampians Health was established on 1 November 2021. Drawing on a regional history of over 150 years, we provide service to over 250,000 Victorians, operate across 21 campuses and sites, and employ more than 7,000 dedicated professionals. Our values reinforce our commitment to providing high-quality, accessible healthcare services close to home. Our mission is to serve the communities of the Grampians region with comprehensive care, ensuring every individual receives the attention they deserve. For more information, visit www.grampianshealth.org.au.

Collaboration	Compassion	Accountability	Respect	Innovation
<i>We are stronger together.</i>	<i>We show that we care.</i>	<i>We do what we say and say what we do.</i>	<i>We appreciate and value all people.</i>	<i>We adapt and innovate to achieve best outcomes.</i>
Recognising and utilising strengths to share knowledge, solve problems, build relationships, and deliver the best outcomes possible.	All people deserve to be treated with compassion, kindness, and empathy.	Openness, honesty, and transparency support us to be courageous, take responsibility for our actions and follow through on our commitments	Our actions and words reflect our commitment to a safe and fair health service for all.	Every day, we apply expertise and integrity to make responsible choices, always striving for continuous improvement.

POSITION PURPOSE

The Business Analyst will collaborate closely with the Digital Health teams, BBHR Program Team, multiple Grampians Health stakeholders and the vendor to gather requirements for ICT deliverables and integration activities for the technology Infrastructure implementation at BBHR. This role within the Digital Health Infrastructure team, will support the technology Infrastructure implementation within Ballarat Base Hospital Redevelopment (BBHR).

Under the guidance of Solution Architect, the position has responsibility for undertaking discovery, business analysis, developing and documenting digital solutions across BBHR as required.

Ballarat Base Hospital Redevelopment

The Victorian Government is investing \$655 million in the redevelopment and expansion of the Ballarat Base Hospital. The Victorian Infrastructure Delivery Authority (VIDA) and Grampians Health (GH) will supervise this redevelopment and expansion. This project will include the creation of a new emergency department, a women and children's hub, a state-of-the-art theatre suite, and an additional 100 inpatient and short stay beds. Furthermore, the project entails a new and expanded critical care floor that will consolidate operating theatres, procedure rooms, an expanded intensive care unit, endoscopy suites, and consulting rooms. The final stage of construction is anticipated to be completed by late 2027. Once completed, the hospital will have the capacity to treat at least 18,000 more emergency patients, an extra 14,500 inpatients per year, and support an extra 4,000 surgeries every year.

KEY ACCOUNTABILITIES

Discovery & Requirements Elicitation

- Conduct discovery sessions with clinical and operational stakeholders to understand current and future-state solutions, workflows, system dependencies, and infrastructure requirements of the BBHR Program.
- Gather information and prepare business requirement documents (BRDs), functional specifications, user stories and process flows.
- Ensure user requirements are clearly documented for technical teams.
- Work with clinical and operational teams to understand how new and redeveloped spaces will function and how new technology will support them.
- Assist in defining technology requirements for new departments located in BBHR.
- Facilitate discussions and workshops to support decision-making related to technology.

Analysis & Solution Support

- Support the BBHR Program Team in the evaluation of current and future solutions by providing analysis to identify gaps and change impacts.
- Support the Solution Architect and BBHR ICT Technology Program Manager by providing analysis and documentation to inform integrated digital and clinical solutions.
- Translate BBHR technology requirements into clear specifications aligned with architectural standards.
- Work with the Solution Architect to analyse and document solution gaps and overlaps in technology and processes.
- Identify risks related to technology changes and support mitigation planning.
- Apply appropriate Business Analysis methods and tools to support requirements definition.

Implementation, Testing & Readiness

- Support system testing, end user testing, commissioning and readiness activities as new areas of the hospital are completed, ensuring technology components are functional, fit-for-purpose and aligned with operational needs.
- Collaborate with clinical staff, Digital Health teams and vendors to validate requirements and clarify dependencies.
- Undertake assigned tasks as directed by the BBHR Project Team.

Planning & Documentation

- Produce clear documentation including requirements summaries, workflow insights, systems integration diagrams and solution outlines aligned with BBHR redevelopment needs.
- Communicate analysis outcomes, requirements and solution impacts in a clear and structured way to technical and non-technical stakeholders.

Teamwork & Collaboration

- Collaborate with clinical staff, Digital Health teams, BBHR project staff and vendors to support shared understanding and coordinated delivery.
- Work effectively within a multi-disciplinary project environment, contributing to team objectives and supporting project priorities.
- Participate in discussions, workshops and decision-making forums throughout the project lifecycle.

Management & Organisational Contribution

- Participate in internal meetings as required.
- Participate in industry level user groups as required.
- Liaise with other information providers/managers within GH to contribute to a co-ordinated and cohesive information management strategy.
- Undertake other duties as directed within Information Management.

KEY SELECTION CRITERIA

Qualifications and Experience

Essential

- Tertiary qualifications in ICT, Business Analysis, Health Informatics, or a related field.
- At least 3 years' proven experience as a Business Analyst, Technical Analyst, or similar role.
- Able to lead discussions, gather information, and present findings in a clear and structured way.
- Strong experience gathering, analysing, and documenting requirements, including systems and workflow diagrams.
- Experience creating user stories, traceability matrices, business cases, acceptance criteria, test plans, and other essential business analysis artefacts.
- Experience working as part of enterprise ICT project implementations (insourcing or outsourcing).

- Advanced Excel and Visio skills.

Desirable

- Familiarity with EMR-related requirements, clinical technologies, or healthcare ICT.
- Working knowledge of ITSM, M365 Products, cloud offerings/solutions and emerging technologies.
- Experience working as part of enterprise ICT project implementations (insourcing or outsourcing).
- Knowledge of the Business Analysis Body of Knowledge (BABOK®) or related certification.
- Knowledge and experience in using documentation and management tools, such as Jira, Confluence, and Microsoft Dataverse and Power BI.

Work Environment

- Work on-site with the ability to work flexibly if required.
- Availability to travel to other GH and partner sites as required.

Personal attributes

- Excellent attention to detail, with demonstrated high level analytical, conceptual, and problem-solving skills.
- **Adaptability:** Maintaining effectiveness when experiencing major changes in work responsibilities or environment; adjusting effectively to work within new work structures, processes, requirements, or cultures.
- **Initiating Action:** Taking prompt action to accomplish objectives; taking action to achieve goals beyond what is required; being proactive.
- **Work Standards:** Setting high standards of performance for self and others; assuming responsibility and accountability for successfully completing assignments or tasks; self-imposing standards of excellence rather than having standards imposed.
- **Stress Tolerance:** Maintaining stable performance under pressure or opposition (such as time pressure or job ambiguity); handling stress in a manner that is acceptable to others and to the organisation.

Interpersonal Skills

- **Building Strategic Working Relationships:** Developing and using collaborative relationships to facilitate the accomplishment of work goals.
- **Communication:** Clearly conveying information and ideas through a variety of media to individuals or groups in a manner that engages the audience and helps them understand and retain the message.
- **Negotiation:** Effectively exploring alternatives and positions to reach outcomes that gain the support and acceptance of all parties.

ORGANISATIONAL REQUIREMENTS

- Grampians Health is committed to a consumer centred approach in the provision of health care and services, consistent with our values, purpose, and vision. It is expected that team members demonstrate the core values of consumer centred care in every interaction.
- All team members of Grampians Health are responsible for supporting the safety, participation, wellbeing, and empowerment of children.
- Quality care is a strategic and operational priority at Grampians Health, achieved through our Governance Framework.

- Participation in the Grampians Health integrated quality improvement and risk management systems by being aware of responsibilities to identify, minimise and manage risks and identifying opportunities for continuous improvement in your workplace through communication and consultation with managers and colleague.
- You must ensure that the affairs of Grampians Health, its patients, clients, and staff remain strictly confidential and are not divulged to any third party except where required for clinical reasons or by law. Such confidentiality shall extend to the commercial and financial interests and activities of Grampians Health.
- In accordance with current legislation and organisational policy, employees must be willing to undertake and maintain a police check, working with children check and where necessary an NDIS Worker screening check. Ongoing employment will be dependent on the provision of satisfactory checks.

OTHER RELEVANT INFORMATION

- At Grampians Health we recognise and respect diversity. Each person has a right to high-quality health care and opportunities regardless of diversity factors which might include aspects such as cultural, ethnic, linguistic, religious background, gender, sexual orientation, age, and socioeconomic status. Inclusiveness improves our service to our community and promotes engagement amongst Grampians Health employees.
- All Grampians Health employees are required to take reasonable care of their own health and safety in the workplace as well as take reasonable care for the health and safety of others who may be affected their acts or omissions. Persons with delegated management functions have an additional duty to provide and maintain a working environment that is safe and free of risks to health, so far as is reasonably practicable in areas where they have management or control. All employees have a duty to report issues they cannot rectify, follow all existing Grampians Health policies and protocols relating to health, safety, wellbeing, and injury management and cooperate with any action taken by Grampians Health to comply with the OHS Act or Regulations.
- Statements included in this Position Description are intended to reflect in general the duties and responsibilities of this position and are not to be interpreted as being all inclusive.
- Management may alter this Position Description if and when the need arises. Any such changes will be made in consultation with the affected employee(s).
- An annual performance review will occur with your Manager. Your performance review is intended to be a positive discussion, outlining the key roles and responsibilities outlined in this Position Description. The performance review discussion provides an opportunity to clarify your role, revise key performance activities and identify any objectives or goals for the year ahead.