

## POSITION DESCRIPTION

# Performance Analyst

### Our CORE Values

Collaboration  
Openness  
Respect  
Empowerment



Organisation	NSW Health
Local Health District /Agency	Illawarra Shoalhaven Local Health District
Position Number	
Cost Centre	175231
Position Classification	Health Mgr Lvl 2
State Award	Health Managers (State) Award
Reporting to	Senior Performance Analyst Team Lead HSM3
Does this role manage or supervise others?	No
Vaccination Category	
Website	<a href="http://www.islhd.health.nsw.gov.au/">http://www.islhd.health.nsw.gov.au/</a>

## PRIMARY PURPOSE (max 3,800 characters **with spaces**)

ISLHD recognises that its data is one of its most valuable assets. The need for high quality data is increasingly important, as clinicians and managers use this data to make critical decisions which impact the quality of care and for Activity Based Management (ABM) purposes.

The Performance Analyst is a champion of a strategic approach to performance analysis and benchmarking for activity streams including, but not limited to; acute, non-admitted, sub and non-acute, emergency and surgical. This role provides analytic insights to inform strategic, operational and clinical decision making, particularly related to Activity Based Management.

The Performance Analyst is responsible for data integration, analysis, presentation and reporting to inform the district's strategies and decision making processes. Working within a team of analysts, the Performance Analyst plays a key role in ensuring an evidence based approach is used to deliver outcome driven projects in line with the district's strategic priorities.

The Performance Analyst sits within the Performance Unit, which is the strategic lever in strengthening and accelerating the analytics maturity in ISLHD. There will be a requirement for this position to attend clinical sites when necessary.

## KEY ACCOUNTABILITIES (max 3,800 characters **with spaces**)

- Extract, analyse and interpret patient, performance and benchmarking data from multiple data sources, including the HIE/EDWARD, NAP DataMart, ABM Portal and other required source systems.
- Manage and co-ordinate the provision of regular and ad hoc reports and use this information to provide analysis on current key strategic areas of interest.
- Act as subject matter expert on key data sets and reporting systems, including analysis, problem solving, process improvement and compliance.
- Work collaboratively with non-technical and clinical stakeholders to use data to improve health services, health outcomes and support value based health care.
- Work within a strategic framework and partner with Finance to incorporate this framework to support an Activity Based Management environment.
- Foster effective and collaborative relationships with the senior analysts in the team, as well as the wider team of analysts and data integrity officers.
- Provide exciting visualisation of data to a variety of audiences to provoke discussion and or improvements within the organisation.
- Engagement in the annual Target Setting process and providing advice on activity and trends across multiple data streams.
- Maintain regular review and report on the status of projects managed; identify potential issues that may delay or obstruct project delivery and implement appropriate interventions to ensure their completion within agreed timeframes.
- Provide responsive, accurate and timely advice on data requests and projects to a range of audiences to facilitate their completion.
- Uphold NSW Health's CORE Values of Collaboration, Openness, Respect and Empowerment.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification in data analytics, biostatistics, mathematics, data interpretation or data mining, or relevant experience working with data sources and data analysis.
2. Exceptional verbal, written and analytical skills, with a track record of successfully communicating technical concepts to non-technical audiences.
3. Proficiency in statistical or analytical languages such as SQL, Python or R (or similar syntax), as well as ability to use Microsoft Excel and Access.
4. Experience in working with a wide range of people to deliver a common project or outcome.
5. Demonstrated personal ability to work in a fast paced environment and adapt to changing priorities with pace and energy.
6. Strong problem solving skills and the ability to apply critical thinking to numbers, trends and data and come to new conclusions based on findings.

## KEY CHALLENGES (max 3 key challenges – 1,000 character limit **with spaces** in each field)

1. Ability to partner with non-technical staff and communicate technical information in a clear and understandable manner.
2. Ability to review, analyse and benchmark data to lead to the improvement in clinical care and efficiency gains within the clinical care setting.
3. The ability to immediately respond to ad hoc requests for data and analysis and understanding which data set/source is appropriate to use in order to meet the request. This extends to gathering, understanding and interpreting information from a number of different sources.

## KEY RELATIONSHIPS (max 3 internal and 2 external key relationships – 200 character limit **with spaces** in each field)

WHO	WHY
Senior Performance Analyst Team Lead	Direct line of supervision.
Manager Performance Unit	Oversees the functionality of the larger performance team. Will provide direct requests if required. Will provide support to all staff as required.

Planning & Performance Division	Provide support and drive continuous improvement initiatives. Work cohesively in developing and delivering the strategic vision of analytics in ISLHD.
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# JOB DEMANDS CHECKLIST

## Definitions

\* Denotes a critical requirement of the job

## Frequency

<b>I</b>	Infrequent – intermittent activity exists for a short time on a very infrequent basis	<b>C</b>	Constant – activity exists for more than 2/3 of the time when performing the job
<b>O</b>	Occasional - activity exists up to 1/3 of the time when performing the job	<b>R</b>	Repetitive – activity involves repetitive movements
<b>F</b>	Frequent – activity exists between 1/3 and 2/3 of the time when performing the job	<b>N/A</b>	Not applicable – activity is not required to perform the job

CRITICAL *	PHYSICAL DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sitting</b>	Remaining in a seated position to perform tasks				X		
	<b>Standing</b>	Remaining standing without moving about to perform tasks		X				
	<b>Walking</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes		X				
	<b>Running</b>	Floor type: even/uneven/slippy, indoors/outdoors, slopes						X
	<b>Bend/ Lean Forward from Waist</b>	Forward bending from the waist to perform tasks	X					
	<b>Trunk Twisting</b>	Turning from the waist while sitting or standing to perform tasks	X					
	<b>Kneeling</b>	Remaining in a kneeling posture to perform tasks						X
	<b>Squatting/ Crouching</b>	Adopting a squatting or crouching posture to perform tasks						X
	<b>Leg/ Foot Movement</b>	Use of leg and or foot to operate machinery						X
	<b>Climbing (stairs/ladders)</b>	Ascend/ descend stairs, ladders, steps, scaffolding		X				
	<b>Lifting/ Carrying</b>	Light lifting & carrying – 0 – 9kg		X				
		Moderate lifting & carrying – 10 – 15kg						X
		Heavy lifting & carrying – 16kg and above						X
	<b>Reaching</b>	Arms fully extended forward or raised above shoulder		X				
	<b>Pushing/ Pulling/ Restraining</b>	Using force to hold/restrain or move objects toward or away from body						X
	<b>Head/ Neck Postures</b>	Holding head in a position other than neutral (facing forward)	X					
	<b>Hand &amp; Arm Movements</b>	Repetitive movements of hands & arms					X	
	<b>Grasping/ Fine Manipulation</b>	Gripping, holding, clasping with fingers or hands						X
	<b>Work at Heights</b>	Using ladders, footstools, scaffolding, or other objects to perform work						X
	<b>Driving</b>	Operating any motor powered vehicle		X				

CRITICAL *	SENSORY DEMANDS - DESCRIPTION (comment)		FREQUENCY					
			I	O	F	C	R	N/A
	<b>Sight</b>	Use of sight is an integral part of work performance eg viewing of X-rays, computer screen				X		
	<b>Hearing</b>	Use of hearing is an integral part of work performance eg telephone enquiries				X		
	<b>Smell</b>	Use of smell is an integral part of work performance eg working with chemicals						X
	<b>Taste</b>	Use of taste is an integral part of work performance eg food preparation						X
	<b>Touch</b>	Use of touch is an integral part of work performance						X

CRITICAL *	PSYCHOSOCIAL DEMANDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Assisting</b> ↓						
	<b>Distressed people</b> eg. emergency or grief situations						X
	<b>Aggressive &amp; uncooperative people</b> eg. drug/alcohol, dementia, mental illness						X
	<b>Unpredictable people</b> eg. dementia, mental illness, head injuries						X
	<b>Restraining</b> Involvement in physical containment of patients/clients						X
	<b>Exposure to distressing situations</b> eg child abuse, viewing dead/mutilated bodies						X

CRITICAL *	ENVIRONMENTAL HAZARDS – DESCRIPTION (comment)	FREQUENCY					
		I	O	F	C	R	N/A
	<b>Dust</b> Exposure to atmospheric dust	X					
	<b>Gases</b> Working with explosive or flammable gases requiring precautionary measures						X
	<b>Fumes</b> Exposure to noxious or toxic fumes						X
	<b>Liquids</b> Working with corrosive, toxic or poisonous liquids or chemicals requiring PPE						X
	<b>Hazardous substances</b> eg. dry chemicals, glues						X
	<b>Noise</b> Environmental/background noise necessitates people to raise their voice to be heard		X				
	<b>Inadequate lighting</b> Risk of trips, falls or eyestrain						X
	<b>Sunlight</b> Risk of sunburn exists from spending more than 10 minutes per work day in sunlight						X
	<b>Extreme temperatures</b> Environmental temperatures are < 15°C or > 35°C						X
	<b>Confined spaces</b> Areas where only one egress (escape route) exists						X
	<b>Slippery or uneven surfaces</b> Greasy or wet floor surfaces, ramps, uneven ground	X					
	<b>Inadequate housekeeping</b> Obstructions to walkways and work areas cause trips & falls	X					
	<b>Working at heights</b> Ladders/stepladders/ scaffolding are required to perform tasks						X
	<b>Biological hazards</b> eg. exposure to body fluids, bacteria, infectious diseases						X