

## POSITION DESCRIPTION

# Senior 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 3
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 Senior Performance Analyst is a key 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 Senior Performance Analyst is a driver of local analytics to deliver outcome driven projects in line with the organisation's strategic priorities, including program evaluation, benchmarking and reporting of clinical and patient reported outcomes.

The Planning and Performance Unit is the strategic lever in strengthening and accelerating the analytics maturity in ISLHD. The Performance Analyst is a key role in delivering this strategy. There will be a requirement for this position to attend clinical sites when necessary.

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

- Identify trends and evaluate the impact of health services and initiatives in the district, through the extraction and analysis of performance data from multiple sources, including the EDWARD, NAP DataMart, ABM Portal and other required source systems.
- Maintain a sound knowledge of current data assets, research, trends, issues and other factors related to data management, manipulation and presentation
- Manage complex analysis of performance data and benchmarking partners to meet management decision making and reporting requirements at an organisational level.
- Provide strategic and statistical advice on activity, costing and performance trends, opportunities for service improvement and analysis of the impact of policy and organisational change.
- Manage and co-ordinate the provision of regular and ad hoc reports, using this information to provide expert analysis on current key strategic areas of interest.
- Liaison and engagement with all ISLHD services regarding data needs, including presentation of service data
- Implement a strategic framework and partner with Finance to incorporate this framework to support Activity Based Funding environment.
- Develop evaluation loops and analysis on performance outcomes to identify trends and evaluate the impact of health services for the district.
- Incorporate a system-wide view of health care into performance analysis ensuring information and knowledge is effectively used in a health care environment.
- Represent ISLHD in State and Ministry forums with respect to the Activity Based Management of ISLHD's activity across multiple streams.
- Engagement in the annual Target Setting process and providing advice on activity and trends across multiple data streams.

## SELECTION CRITERIA (max 8 selection criteria)

1. Relevant tertiary qualification in data analytics, data interpretation, or numerical discipline (statistics, economics, econometrics, etc.) or extensive relevant experience working with health related data sources and data analysis.
2. Demonstrated ability to produce high quality analytic insights, interpreting strategic priorities to facilitate quality decision making in a clinical or business context.
3. Exceptional verbal and written communication skills, including the ability to tailor communication to nontechnical audiences.
4. Demonstrated personal agility and ability to adapt to changing environments with pace and energy.
5. Extensive experience in using Microsoft Excel; Demonstrable experience in R, python, or a similar syntax. Experience in querying data from an SQL environment. Experience with or detailed understanding of EDWARD or other Health related data repositories would be an advantage.
6. Demonstrated experience working in multifaceted team environment and ability to collaborate with nontechnical stakeholders to improve performance and outcomes.

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

1. Ability to engender clinician support and use of benchmarking review analysis to lead to the improvement in clinical care and efficiency gains within the clinical care setting.
2. Ability to balance strategic planning and long term objectives with the competing need to address immediate operational issues and ever-changing demands related to healthcare service delivery.
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
Analyst Team Lead	Direct line of supervision. Receive direction, supervision, development opportunities and feedback in relation the duties of this role and communicate achievements and challenges.
Planning & Performance Division	Provide support and drive continuous improvement initiatives. Work cohesively in developing and delivering the strategic vision of analytics in ISLHD.
ISLHD Key stakeholders – Clinicians, Site Managers, Management	Liaison and engagement with all ISLHD services regarding data needs, including presentation of service data.
External key stakeholders including Ministry of Health, other NSW Health Pillars and LHDs	Establish and maintain relationships to ensure continuous information sharing and accurate reporting of data.

# 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