

Position Description

General Information

Position: Senior Health Intelligence Analyst

Purpose: The Senior Health Intelligence Analyst will support and lead elements of the development, implementation and evaluation of the Population Health Management program across GCPHN. This position will provide crucial analytical expertise to support the program and inform project and service development for the improvement of population health care services on the Gold Coast.

Last Reviewed: 24 September 2021

About the Organisation

Strategic Statement: Building one world class health system for the Gold Coast.

Strategic Goals:

- Improve coordination of care to ensure patients receive the right care at the right place at the right time.
- Increase efficiency and effectiveness of health services for patients particularly those at risk of poor health outcomes.
- Engage and support general practice and other stakeholders to facilitate improvements in our local health system.
- Be a high performing efficient and accountable organisation.

Values:

- Sustainable – Efficient, Effective, Viable
- Collaborative – Partnerships, Integrated, Engaged
- Innovative – Flexible, Pioneering, Evolutionary
- Influential – Visible, Valued, Courageous
- Evidence Based – Research, Documenting, Transparent
- Accountable – Respect, Responsible, Outcomes

Key Accountabilities

Data Analytics:

- Lead the development and implementation of policies and systems that support a population health management approach for GCPHN.
- Work with GCPHN teams to understand their requirements and then collect, quality assure, analyse and present relevant population data to support them to effectively deliver their activities.
- Provide timely solutions to a range of analytical and methodological issues, projects and queries using in-depth knowledge of epidemiology, statistics and other quantitative methods (e.g. predictive modelling) to business problems and projects.
- Analyse population health and other data to identify health trends, impacts and gaps for GCPHN.
- Use technical expertise to extract and analyse data from complex datasets, including large relational databases. Liaising with the Information Manager as required.
- Plan and prioritise workload for self and others in order to meet tight deadlines on a regular basis, changing planned activities to meet emerging needs as necessary, while ensuring that the quality of the work produced is of the highest standard.

Planning and Leadership:

- Provide leadership and motivation across GCPHN that supports best practice population health management analysis.

- In collaboration with other teams/members, support the development of a range of population health plans and resources for the GCPHN.
- Provide high level advice on all matters related to the analysis, health intelligence, and reporting of health data, including the impact of government policy change.

Project Management:

- Lead specific projects within the population health management program which will involve developing multiple projects and activities and providing project information to a variety of audiences.
- Manage several projects at a time, which will involve the development of statistical health data analyses and performance management tools for each project.
- Plan, organise, collect and collate complex primary and as required, hospital and healthcare system data, to be presented in appropriate formats, ensuring that all information governance requirements are met.
- Lead the development, implementation and management of the administration of key data collection activities to support needs analysis, population health management, service design, performance monitoring and evaluation.
- Research relevant literature to identify and validate system outcomes and performance measures.
- Develop programs and process to automate routine tasks, such as data cleaning, preparation and visualisation.
- Support the monitoring and evaluation of commissioned activities by data interrogation and interpretation and presentation.
- Work within quality frameworks to plan, procure, negotiate, implement and evaluate approved projects/programs/services to agreed standards, within budget and with regular reporting and review.
- Develop and implement projects to meet objectives of strategic and operational plans.
- Monitor progress on the achievement of scheduled project milestones, identify and mitigate project risks.
- Write comprehensive plans, proposals, analyses and reports within agreed timeframes.
- Drive significant multiplayer health or community planning initiatives.

Productive Working Relationships:

- Work collaboratively across GCPHN teams internally and with partner organisations within the health system. This work will often involve highly complex, sensitive and emerging information with a high degree of autonomy. You will be a source of expertise and guidance for the program: interpreting national policy relating to population health data management, analysis and governance and advising on the utilisation of a wide variety of data sources.
- Provide high level analytical support to the Director of Commissioning Systems and executive leadership team, as well as providing support and guidance to the Planning, Analytic and Reporting Team, colleagues across the GCPHN, the Gold Coast primary care sector and the Gold Coast Integrated Care Alliance with Gold Coast Health.
- As a senior member of staff, you will be a self-starter with clearly demonstrable experience of having worked in health intelligence or a related area. You will have line management responsibility for more junior analyst/s. This will include development and performance management tasks. You will work closely with the internal and external stakeholders including a group of PHD students and academics to deliver transformational population health management intelligence and business insights to GCPHN towards achieving our strategic goals and objectives.
- Manage strategic level relationships and communication with a range of stakeholders including clinicians and non-technical from multiple organisations associated with health service planning projects and the health needs assessment as well as in the development of the PHN's data and business intelligence strategy.
- Manage organisational or project progress meetings, including the production of relevant supporting material for those meetings.
- Work closely and collaborate with Commissioning Systems and Commissioning Programs Teams' senior management.

Communication:

- Write and present reports, both regularly and ad hoc as required. These reports will vary in length and complexity and will range from informal summaries to comprehensive analytical reports. It will also be necessary to summarise these reports and disseminate key findings to non-technical stakeholders, internally and externally.
- Work proactively with GCPHN colleagues as required to ensure timely and appropriate communication with key stakeholders specific to each project or activity responsibility.
- Identify and lead the implementation of project events, workshops and forums, including assisting with the facilitation of sessions for engaging with Primary Health Care and other relevant stakeholders.
- Effectively manage the project teams' compliance with the organisation's reporting requirements, document management, data governance and other policies to support project milestones and outcomes.

Information Access and Use Management:

- Comply with the Information Management Policy Framework.
- Contribute to the safe collection, storage, access/disclosure, use, retention and disposal of data.
- Report any breach or perceived breach of the Australian Privacy principles to their manager.

Quality Improvement:

- Review projects and activities in line with the organisations commissioning framework and provide recommendations in line with review outcomes.
- Maintain QMS documentation relevant to the roles portfolio.
- Maintain quality assurance processes for population health data collections and analysis.

Work Health & Safety:

- Contribute to maintaining a safe workplace and culture.
- Be aware and work within the requirements of the Work Health and Safety Act 2011.

Capabilities for the Role

Within the context of the responsibilities described above, the ideal applicant will be someone who:

Supports strategic direction - *Anticipates, analyses and manages emerging issues. Develops innovative solutions to complex problems.*

Achieves results - *Works independently and manages individual and teamwork deliverables as required. Proactively collaborates with others to achieve results. Displays a strong work ethic and resilience.*

Builds productive relationships - *Builds trust, effectively collaborates and maintains relationships with a diverse group of internal and external stakeholders to achieve mutually beneficial outcomes.*

Displays personal drive and integrity - *Displays judgement, initiative and professionalism and encourages these standards in others. Continually develops themselves and others.*

Communicates with influence - *Communicate complex information in a clear and compelling manner for the target audience.*

Selection Criteria

Essential:

- Relevant tertiary qualification in either public health, statistics, data science, analytics, epidemiology, or related health area with a major focus on quantitative research methods, or extensive relevant experience.
- At least 3-5 years data analyst experience in a health or human services related setting
- Advanced conceptual and analytical skills with strong knowledge of research and statistical methodologies

- Experience providing health intelligence and insights through analysis and reporting to inform health decisions and improve health outcomes
- Clearly able to demonstrate experience utilising large and complex public health and related datasets to answer population health-related questions and of the design and development of associated systems for use by others.
- Demonstrate excellent communications skills, both oral and written, and excellent negotiating skills as they will be required to receive, analyse and communicate complex statistical information. Occasionally to convey complex statistical data and other health/health care information to a variety of audiences and large groups.
- In depth knowledge of current and ongoing issues affecting public health.
- Highly developed knowledge of data security and confidentiality issues.
- Ability to work effectively in a highly complex and continually changing environment.
- At least 2 years' experience leading other analysts or related staff
- Demonstrated experience operating modern office and research analytics software including Microsoft Office 365, statistical software packages such as R, Stata, SPSS, Python, SAS or related.

Highly Desirable:

- Experience working with health and care datasets and the organisations which provide these, including primary and secondary care data.
- Experience integrating datasets, including quality-assuring data extraction and integration processes and the preparation of data sharing agreements between organisations.
- Experience in maintaining and querying complex relationship databases (such as Access, SQL) and experience with business analytics tools (such as Tableau, Power BI and/or Qlik Sense) is an advantage.
- Experience in development of joint projects and inter-organisational integrated working.
- Experience working on innovative projects and finding and developing new approaches to health intelligence.
- Scientific publications, presentation of papers at conferences, seminars etc.

Reporting Relationships

Reports to: Director of Commissioning (Systems)

Direct Reports: As required.

Level of Delegation: This will be in accordance with the Delegation document.

DOCUMENT CONTROL

Managed by: Human Resources	Approved by: CEO	Version: 1.0
Next review date: 30/06/2022	Date approved: 31/03/2021	Status: FINAL

REVISION RECORD

Date	Version	Revision description