**POSITION DESCRIPTION**

**Position title:** Continuous Improvement Specialist

**Location:** Geelong – Head Office

**Reports to:** Head of Continuous Improvement

**Entities:**  GMHBA

**Organisational level:** Technical Specialist

**Reports:**  0

**Job Purpose:**

The Continuous Improvement Specialist is a key role in the Continuous Improvement team focused on coordinating ongoing continuous improvement initiatives across the organisation and contributing to the development of a Continuous Improvement culture.

Working closely with business unit managers and team leaders, and under the guidance of the Head of Continuous Improvement, the Continuous Improvement Specialist coordinates the identification, comprehensive analysis, process re-engineering and implementation of business process improvement initiatives. These initiatives are designed to transform the business through improved customer experience, increased operational efficiency, reduced risk, reduced waste and reduced costs.

**Accountabilities:**

**Strategy & Leadership**

* Support delivery of strategic and annual plans, particularly as they relate to reducing MER and increasing productivity.
* Instil a team culture that is quality and customer focused, that promotes continuous improvement and that seeks to ensure that processes and services are industry best practice.
* Coach and develop team members in Lean Six Sigma principles/process re-engineering techniques across the organisation.
* Collaborate and seek input from specialist functions and others as required, to maximise productivity outcomes
* Actively participate in meetings and internal committees as required. Attend relevant industry meetings and forums.
* Be a role model and ambassador to others in setting, and upholding, the company values, culture and performance standards.
* Represent GMHBA in relevant industry forums.

**Identify and implement continuous improvement initiatives**

* Proactively apply Lean Six Sigma principles to identify, size, investigate and implement process improvements to increase productivity and efficiency which in turn improve and support positive member/provider/client experiences
* Analyse and measure existing processes through the development of process maps and the use of other process improvement tools to complete root cause analysis and identify areas of opportunity.
* Complete future state analysis, identifying and assessing alternatives and completing risk assessments to ensure future states does not compromise quality control
* Scope, mobilise and deliver improvement projects by leading cross functional stakeholders utilising improvement methodologies, coupled with change management and agile principles
* Coordinate the documentation of process changes through the development/update of process maps, policies and procedures whilst following an agreed process improvement methodology.
* Develop and carry out appropriate change management and stakeholder engagement plans and influence relevant stakeholders to drive adoption and ensure project objectives are met.
* Continue to audit quality and provide feedback on areas where further training may be required

**Participate in corporate projects ensuring process quality and efficiency is upheld**

* Collaborates with key management and staff to assist in the design and implementation of processes and procedures keeping quality and efficiency at the forefront.
* Provide support on cross-functional projects by evaluating, developing and communicating process changes in support of the project.

**Provide data analysis and reporting support to improve productivity and quality control**

* Implementation and development of improved reporting and auditing processes
* Source and provide ad hoc data in support of continuous improvement initiatives.

**Regulatory & Reporting**

* Ensure compliance with the Company’s Delegated Authorities, Business Plan, Policies and Standards.
* Assist operational teams to ensure all processes comply with internal audit, external audit, regulatory and code of conduct requirements.
* Keep up to date with regulatory trends and changes.
* Prepare reports and submissions for stakeholders and committees as required.

**Other**

* Participate in the design, build and roll-out of business change programs designed to strengthen GMHBA’s performance
* Embrace the mindset and actively contribute towards embedding the GMHBA Way including working in an Agile environment.
* It is not the intention of this position description to limit the scope or accountabilities of the position but to highlight the most important aspects of the position.
* The accountabilities described within may be altered in accordance with the changing requirements of the role.

**Key Relationships:**

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| --- | --- |
| **Internal:**   * Head of Continuous Improvement * PHI Operations * Health Services * Customer Experience * ITSG * P&C * Business Intelligence * Benefits Management | **External:**   * Software Vendors * Australian Health Services Alliance * Medicare and other Government Agencies * Brokers and Agents * Auditing Firms |

**Skills, Experience and Qualifications:**

**Mandatory**

* Lean Six Sigma green belt certified or equivalent experience or qualifications in continuous improvement, process re-engineering, business analysis and/or project management methodology.
* Demonstrated experience in the development and implementation of a range of process improvement projects end to end in a service industry (3+ years).
* A proven ability to effectively engage a varied workforce in CI initiatives
* Highly developed leadership, communication, negotiation and influencing skills
* Advanced data analysis experience

**Highly desirable**

* Tertiary Qualifications in business, commerce or a related discipline.
* Demonstrated experience in health Insurance or an insurance related field
* Experience working in an Agile environment
* Experience in or exposure to applying Human Centered Design or Design Thinking.