

## Position Description

<b>Position Title:</b>	Manager – Systems Intelligence and Analytics		
<b>Reports to</b>	Executive Director – Strategic Operations		
<b>Directorate:</b>	Strategic Operations		
<b>Business Unit</b>	Systems Intelligence and Analytics		
<b>Number of Direct Reports</b>	3	<b>Budget Responsibilities</b>	\$350,000
<b>EMPHN Classification</b>	Band 5		

<b>Approved by:</b>	James Scott, Executive Director Strategic Operations	<b>Date:</b>	6 December 2018
<b>Next Review Date:</b>	Nov 2019		

### About EMPHN

With our partners, we will facilitate health system improvement for people in eastern and north eastern Melbourne. In doing this, our five key strategic priorities will be:

1. **Addressing health gaps and inequalities**
2. **Enhancing primary care**
3. **Leveraging digital health, data and technology**
4. **Working in partnership to enable an integrated service system**
5. **A high performing organisation**

Our four organisational values will underpin all work undertaken by EMPHN and our employees.



<b>Leadership</b>	<i>We champion innovation and embrace change which improves our work. We celebrate and build upon our achievements in health care.</i>
<b>Understanding</b>	<i>We listen and respect all perspectives and seek evidence for a deep understanding of each other and our community.</i>
<b>Outcomes</b>	<i>We are accountable for ensuring value for money for our communities, stakeholders and funding bodies. We focus on high impact, equitable health care solutions that increase efficiency and reduce waste</i>
<b>Collaboration</b>	<i>We enable those who touch the system to design the system through sharing knowledge, evidence and expertise. We work together across teams for shared outcomes.</i>

### Purpose of Position

The Manager, Systems Intelligence and Analytics is a key resource in ensuring Eastern Melbourne PHN is an organisation which uses a full range of evidence to set clear priorities and allocate resources to develop, improve and commission primary health care services. The position will lead and manage a team responsible for the organisational health intelligence, information and evidence required to underpin the organisational strategic priorities and guide the annual planning and commissioning cycles. This position will lead the Systems Intelligence and Analytics team in championing the use of health informatics to support the work undertaken by the organization.

### Key Relationships and Stakeholders

- EMPHN CEO, Executive team, digital health team, service commissioning and design teams
- Clinical Council & Community Advisory Committee
- Local Health Services, Universities, Government agencies
- Primary Care Providers

## Accountabilities

### *Building Intelligence*

- Enhance the capacity of the PHN to use relevant data and evidence in health service planning and commissioning, through the development, application and effective use of health management systems and technology.
- Understand and leverage the body of available data to support service planning and commissioning, outcomes assessment, evidence-based care assessment, and evaluation.
- Coordinate and integrate, as required, data collection, collation and analysis for program/service evaluation and research, including the innovative use of GP practice-level data for population health planning and service improvement initiatives.
- Responsible for providing analytics, insights and commentary to key internal clients to support recommendations and decision-making.
- Develop internal processes to ensure that all reporting requirements related to Head of Funding Agreement and contractual obligations are met in a timely manner.

### *Data Governance*

- Undertakes the role of Data Steward, responsible for incorporating data governance processes, policies, and guidelines to ensure organisational data is compliant with the information security policy and regulatory obligations

### *Internal Stakeholder Relationships*

- Champion the development of an information culture that drives continuous health system improvement across the PHN and its providers as an enabler for safe and effective care. This role will be key to leading the development of the systems intelligence capacity within the PHN and across the region as a focus on whole of system improvement.
- Advise the Executive and staff on:
  - appropriate data collection and analysis methodology for local KPI setting, performance reporting, organisational service evaluation and research.
  - suitability of organisational research activities including research aims, methods and rationale, consistent with EMPHN strategic and business objectives
- Leadership and management:
  - As part of the leadership team, actively contribute to broader organisational issues and ensure that a systems intelligence and analytics perspective is provided on important matters.
  - Build capacity of EMPHN staff to identify and analyse data and integrate information on the population, providers, care processes and access, appropriate to their role and function.

### *External Stakeholder Relationships*

- Develop partnerships with Local Health Services, universities, government agencies and other key stakeholders with a particular focus on data and evidence to inform service system integration design, population health, primary health care service development and improvement, evaluation and research.

### *Management of Team*

- Oversee the Systems Intelligence and Analytics team to identify and analyse health data to inform regional population health needs assessment, local priority setting, population health planning, service improvement initiatives and the ongoing evaluation of commissioned services
- To carry overall management responsibility for the staff within the Systems Intelligence and Analytics team.
- Ensure that the Systems Intelligence and Analytics team adheres to organisational behaviours and values

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- As manager, exhibit desired values and behaviors.
- Harness and enhance the capabilities of the team to ensure that data and information is turned into knowledge and intelligence that is then shared throughout the organisation.
- Other duties as requested.

### Team

- Participate in regular reviews of performance and demonstrate a willingness to close learning and capability gaps.
- Participate in regular team meetings and other organizational and stakeholder meetings as required.

### Organisational

- Work towards the achievement of EMPHN Mission and Vision and the attainment of our key Strategic Priorities.
- Comply with all EMPHN's policies and procedures
- Work in a manner which upholds EMPHN Values of **Leadership, Collaboration, Outcomes** and **Understanding**.
- Maintain strict confidentiality while employed at EMPHN, and at times thereafter, as to the organisation's membership list, data, operating procedures, financial and employee information.

### Health and Safety

- Adhere to all EMPHN Health and Safety policies and procedures and any relevant legislation regarding health, safety and environment.
- Take all reasonable care for your own and other's Health and Safety.
- Take a proactive approach to EMPHN health and safety initiatives.

## Qualifications

- A tertiary degree and/or relevant post graduate qualification in health planning, health informatics, Actuarial Science, or equivalent
- Previous experience in health-related service planning and analysis, data management applied to population needs assessment, and evaluation

## Knowledge, Skills & Experience

- Understanding of improvement and change methodologies with demonstrated experience in applying program logic.
- Demonstrated ability to prepare technical, descriptive and analytical written reports within specified timeframes.
- High level relationship management skills and the capacity to deal with external stakeholders.
- Demonstrated knowledge of the primary health system in Australia, including its interaction with the acute care sector, as well as the challenges and opportunities.
- Experience undertaking evaluation
- Demonstrated experience in identifying organizational wide business systems solutions.