

<b>Position Description</b>	
<b>Position title:</b>	<b>Network Business Analyst</b>
<b>Reports to:</b>	Business Intelligence Manager
<b>Direct Reports:</b>	Nil
<b>FTE:</b>	1.0 FTE, unless variation agreed by employer and employee
<b>Functional Relationships:</b>	<ul style="list-style-type: none"> <li>▲ Te Awakairangi Health Network staff, Board and Clinical Governance Committee</li> <li>▲ General Practice staff</li> <li>▲ External contractors and vendors providing systems/services to this area of work</li> <li>▲ Other providers and community groups as required</li> <li>▲ External healthcare organisations such as District Health Boards (in particular HVDHB), other PHOs and the Ministry of Health</li> </ul>
<p><b>Te Awakairangi Health Network</b></p> <p><u>Vision:</u> Everyone in the Hutt Valley is healthy and well</p> <p><u>Mission:</u> To be a community leader for health in the Hutt Valley</p> <p><u>Values:</u> People Centred, Aiming for Equity, Excellence in all that we do, Working co-operatively, Innovating</p> <p><u>Goals:</u></p> <ul style="list-style-type: none"> <li>• People and whānau are empowered and resilient</li> <li>• Enhanced and sustainable general practices</li> <li>• More connected health and community services</li> </ul> <p>The organisation is located at 330 High Street, Lower Hutt and operates in various other locations around the Hutt Valley.</p> <p><b>Treaty of Waitangi:</b> Te Awakairangi Health Network is committed to Māori clients and stakeholders and ensuring service activity, development and implementation is undertaken in accordance with the provisions of the Treaty of Waitangi – partnership, protection and participation.</p>	

**Position Summary:**

The Network Business Analyst is a member of the Business Intelligence Team. This role provides analytical, operational, systems, process and project support, at all times working to impart knowledge and empower members of our Network. This is a varied and interesting role, with a mixture of delegated areas and the opportunity to be involved in a range of new and innovative areas.

This role has four key areas of work:

- Oversight of patient enrolment and register processes for practices and across the Network, including audit requirements;
- Analytical support for programmes and projects supporting practice sustainability and transformation, including the Health Care Home (HCH) model, the Patient Experience Survey, and new information system tools;
- Analytical support for practices considering changes to business and/or ownership models;
- In depth analytical support for TeAHN’s population health initiatives and (as required) TeAHN’s programmes and projects, to assist TeAHN’s staff and practices to achieve TeAHN’s vision.

For the Health Care Home programme, the role will report directly to the HCH Programme Lead.

Key Objectives	Performance Indicators / Outcomes
<p>1. Maintain oversight of the submission of aggregated registers for funding and provide support as required.</p>	<ul style="list-style-type: none"> <li>⤴ Maintains an overview of the enrolment and register processes contracted to an external provider, and provides assistance as required including:               <ul style="list-style-type: none"> <li>• The quarterly register export and input process in conjunction with Karo Data Management</li> <li>• Liaising with practices to increase register tidiness</li> <li>• Register based capitation funding and reporting in conjunction with Karo Data Management and TeAHN’s finance team</li> </ul> </li> <li>⤴ Takes overall responsibility for:               <ul style="list-style-type: none"> <li>• Managing enquires from practices regarding registers and the enrolment process</li> <li>• Regular needs analysis to ensure practice staff have the knowledge required in enrolment, register management, and organising training as appropriate</li> </ul> </li> <li>⤴ Completes the transition to the National Enrolment System (NES) for all practices</li> </ul>
<p>2. Assist in development and delivery of sustainability and transformation programmes, including the Health Care Home (HCH)</p>	<ul style="list-style-type: none"> <li>⤴ Provides business analytical insight to support practices reviewing business models and informing decisions regarding sustainability and transformation.</li> <li>⤴ Supports the development of business systems and processes across the practices</li> </ul>

<p>model, Patient Experience Survey and the new information system tools</p>	<ul style="list-style-type: none"> <li>✦ Engages with practices as required in the planning, development and support of new projects as appropriate</li> <li>✦ Provides analysis of Patient Experience Survey with insights for quality improvement recommendations</li> <li>✦ Provides Information Management advice and support where required when developing and delivering projects within practices.</li> </ul>
<p>3. Assists development and delivery of population health initiatives and (as required) TeAHN's programmes and projects</p>	<ul style="list-style-type: none"> <li>✦ Utilises population health data to inform development of initiatives</li> <li>✦ Actively seeks to incorporate population health outcomes and evaluation measures when assisting in the development of programmes and projects</li> <li>✦ Provides Information Management advice and support where required when developing and delivering projects and programmes.</li> <li>✦ Provides business analytical insight and support for senior management and clinical leads.</li> </ul>
<p>4. Continue to lead the work to support Practice sustainability</p>	<ul style="list-style-type: none"> <li>✦ Provides analysis and analytical support to practices reviewing their sustainability</li> <li>✦ Supports practice teams through their Model of Care implementation journey, alongside their health and social services provider partners</li> <li>✦ Identifies, reports and manages risks associated with working towards sustainability including managing change within the practice.</li> </ul>
<p>5. Data Management and Project Reporting</p>	<ul style="list-style-type: none"> <li>✦ Reconciles database information regularly to maintain accuracy</li> <li>✦ Ensures all project data is available to meet reporting deadlines as required</li> <li>✦ Liaises with finance to maintain project expenditure records for projects as agreed, including month-end and year-end figures. for each project</li> <li>✦ Alerts the Project Owner or Manager to any unforeseen major events or major budget discrepancies</li> <li>✦ Assists with the resolution of any queries, problems or complaints that may occur between project stakeholders, staff or service providers</li> <li>✦ Contributes to other mutually agreed projects and tasks as appropriate.</li> </ul>
<p>The tasks defined above are indicative and may change from time to time as the needs, priorities and objectives of the organisation change. Accordingly, the position will undertake any other tasks and duties as agreed from time to time subject to provision of appropriate training.</p>	

Common Organisational Objectives	
<p>1. Treaty of Waitangi, Māori, Iwi, Pacific communities:</p> <ul style="list-style-type: none"> <li>⤴ A culturally appropriate service is provided for whanau</li> <li>⤴ service activity, development and implementation meets the needs of Māori and Pacific communities</li> </ul>	<ul style="list-style-type: none"> <li>⤴ Works collaboratively with Iwi partners to ensure services are culturally appropriate</li> <li>⤴ Service activity, development and implementation is undertaken in accordance with the: <ul style="list-style-type: none"> <li>◦ provisions of the Treaty of Waitangi: partnership, protection and participation</li> <li>◦ Vision and strategies of the Māori Health Strategic Plan and the Pacific Health Action Plan</li> </ul> </li> <li>⤴ Appropriate consultation is undertaken with Māori and Pacific communities. Understands and can define the equity challenge facing Maori and Pacific communities.</li> </ul>
<p>2. Professional development:</p> <ul style="list-style-type: none"> <li>⤴ Maintains own professional competence and development</li> </ul>	<ul style="list-style-type: none"> <li>⤴ Maintains professional competencies and develops own knowledge by participating in learning opportunities, as appropriate as agreed by line manager</li> <li>⤴ Identifies own learning needs</li> </ul>
<p>3. Accountability:</p> <ul style="list-style-type: none"> <li>⤴ Information</li> <li>⤴ Teamwork</li> <li>⤴ Safe practice</li> </ul>	<ul style="list-style-type: none"> <li>⤴ Follows established procedures for recording information and maintaining privacy and confidentiality</li> <li>⤴ Demonstrates accountability for own actions.</li> <li>⤴ Acts independently and also as a member of the multidisciplinary team</li> <li>⤴ Works within the scope of the role by knowing own limitations</li> <li>⤴ Requests assistance when required</li> </ul>
<p>4. Health and Safety:</p> <ul style="list-style-type: none"> <li>⤴ Safety standards are maintained</li> </ul>	<ul style="list-style-type: none"> <li>⤴ Ensures the safety of self and others at all times</li> <li>⤴ Reports any health and safety concerns through to the appropriate people</li> <li>⤴ Complies with policies, procedures and safe systems of work</li> </ul>
<p>5. Contribute to the wider team within the organisation</p>	<ul style="list-style-type: none"> <li>⤴ Participate and work in ways that support the strategic direction and objectives of the organisation</li> <li>⤴ Contribute to the wider team to ensure that projects are managed, delivered on time and within allocated resources</li> <li>⤴ Participate in staff meetings and planning sessions</li> <li>⤴ Provide timely communication of any information that impacts on other team members</li> </ul>

## Person Specification

### Skills and attributes required:

#### Essential:

- ⤴ Have a good understanding of population health and/or primary care
- ⤴ Proficient in data analysis, spreadsheets and database administration
- ⤴ Demonstrated ability to summarize and present information in a direct and meaningful fashion
- ⤴ Demonstrated ability to work with people from clinical, managerial, community and governance backgrounds
- ⤴ Excellent verbal and written communication skills
- ⤴ A commitment to teamwork, quality improvement and customer satisfaction
- ⤴ An ability to prioritise tasks and manage the work day effectively
- ⤴ An awareness of, and commitment to, the principles of the Treaty of Waitangi - partnership, protection and participation
- ⤴ Flexibility for some after-hours work
- ⤴ Ability to facilitate and work across teams, creating business process maps and guiding decisions where appropriate

#### Desirable:

- ⤴ A knowledge of general practice, small business and SMEs within the health sector
- ⤴ A knowledge of population health and epidemiology data sets and their potential
- ⤴ Ability to use business analytical skills to define complex problems and work with the teams to find solutions
- ⤴ Can make contributions to quality improvements for practice and network systems with innovative solutions
- ⤴ Brings ideas and initiatives to assist our fast moving solution based organisation
- ⤴ A knowledge of change management and experience working within changing environments

## Confirmation of Position Description

Full name of employee: \_\_\_\_\_

Signature: \_\_\_\_\_ Date: \_\_\_\_\_

Signed on behalf of Te Awakairangi Health Network:

Signature: \_\_\_\_\_ Date: \_\_\_\_\_