

POSITION DESCRIPTION

Position Title:	Performance Analyst
Business Unit/Department:	Performance Unit
Division:	Health Information and Performance
Award/Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Workers) Single Interest EA 2021-2025
Classification:	HS4
FTE:	1.0 FTE
Duration:	Ongoing
Reports To:	Manager, Performance Reporting & Analytics
Date Prepared/Updated:	17 July 2025

Position Purpose

Reporting to the Manager of Performance Reporting & Analytics, the Performance Analyst supports decision-making across the organisation by collecting, analysing, and interpreting data to generate actionable insights. This role is responsible for ensuring data accuracy and integrity, developing meaningful reports and visualisations, and collaborating with stakeholders to meet business objectives.

In this role, you will perform data analysis to generate insights and support decision-making processes. Develop and maintain dashboards and visualisations to effectively communicate insights and performance metrics. Identify opportunities for process improvements through data-driven insights and automation.

You will play a key role in promoting a data-driven culture and enhancing organisational performance through evidence-based analysis.

This role requires an individual with the ability to develop strong working relationships with business stakeholders including Executive Management, Clinical and Non Clinical Directors, and the ability to both understand and support their business, management and information requirements.

Business Unit Overview

The Health Information and Performance Division has 110 staff and an operating budget of \$11.2M. The Division has stewardship of information related to patient care and performance across Western Health and plays a vital role in managing this information to maximise its operational and business value to the Health Service.

The Division supports the organisation to achieve its strategic priorities by continually improving the information systems it is responsible for and by providing relevant, accurate and timely information and

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analysis to assist and guide decision making.

The main functions of the Division include:

- Providing data, information analysis and performance reporting to the entire organisation
- Operating and developing the organisational data warehouse and business intelligence reporting platform
- Managing data assurance activities on all datasets reported to DH
- Management of the WH Medical Record
- Clinical coding and DRG assignment
- Corporate Record Management
- Data Governance

Staff within the Division are located at Footscray, Sunshine, Williamstown, Bacchus Marsh and Melton Hospitals. The departments in Health Information and Performance Division are;

- Reporting and Analytics
- Business Intelligence
- Clinical Coding Services
- Medical Record Services
- Health Information Services (Bacchus Marsh and Melton hospitals)
- Data Governance and Corporate Records

Key Responsibilities

- Perform exploratory analysis to identify trends, patterns and actionable insights.
- Identify trends and patterns in data and build machine learning and AI support to identify these patterns for pro-active alerts
- Conduct ad hoc analyses and deep dives into data to support business decision-making
- Provide support to key stakeholders in relation to interpreting and analysing patient activity data and related performance metrics. This includes support for WH research projects, ad hoc data requests and issues as they arise.
- Regularly analyse and report on organisational performance in line with relevant key performance indicators, researching performance issues and identifying opportunities for improvement.
- Work closely with other Performance Unit staff to assist with continued development and enhancement of the Monitoring and Performance (MaP) business intelligence reporting system.
- Provide support to staff with data extraction, reporting and analytics as required for data from WH including Cerner Electronic Medical Record (EMR).
- Provide education and training to relevant staff on MaP system.
- Provide support in the development of target models to assist the organisation in achieving externally and internally set operational and funding targets.
- Undertake or lead as directed, investigations to identify root causes of data quality issues detected through the internal audit process. This includes liaising with internal departments to address and improve data quality.
- Undertake other project work as directed by the Manager, Performance Reporting & Analytics.
- Maintain an in depth understanding of DH Policy and Funding guidelines and Performance Framework business rules.
- Participate in activities including, but not limited to, staff meetings, workshops, student placement and project work.

In addition to the key responsibilities specific to your role, you are required to deliver on the [Key Organisational Accountabilities](#) which are aligned with the Western Health strategic aims.

Key Working Relationships

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<p>Internal:</p> <ul style="list-style-type: none"> • Director, Health Information and Performance • Manager, Performance Unit • Executive, Divisional and Clinical Service Director • Performance Unit Team • Clinical Coding Services • Medical Record Services • Electronic Medical Record • Finance Department • Digital Technology Services <p>External:</p> <ul style="list-style-type: none"> • Department of Health • Health Roundtable • Women's Healthcare & Children's Healthcare Australasia
Selection Criteria
<p>Essential</p> <ul style="list-style-type: none"> • Relevant tertiary qualification and/or proven success in a similar role. • Strong skills in SQL and data manipulation, with the ability to query, join, and transform data from various sources. • Solid understanding of Power BI, with experience in advanced data modeling, dynamic visual creation, DAX and leveraging AI-driven insights. • Intermediate proficiency in Microsoft Excel, including Power Pivot, VLOOKUP • Highly developed data analysis and reporting skills. • Accomplished in performance analysis, measurement and benchmarking. • Experience in translating data into meaningful information and formulating well founded recommendations. • Strong interpersonal and communication skills, with a consultative approach and a proven ability to build productive working relationships with a range of stakeholders. • Possess professional standards with strong accuracy, attention to detail and time management skills. <p>Desirable</p> <ul style="list-style-type: none"> • Previous experience working within a hospital or healthcare environment. • Understanding of DH statutory reporting requirements and the Policy and Funding Guidelines.
Additional Requirements
<p>All employees are required to:</p> <ul style="list-style-type: none"> • Obtain a police / criminal history check prior to employment • Obtain a working with children check prior to employment (if requested) • Obtain an Immunisation Health Clearance prior to employment • Report to management any criminal charges or convictions you receive during the course of your employment • Comply with relevant Western Health clinical and administrative policies and guidelines. • Comply with and accept responsibility for ensuring the implementation of health and safety policies and procedures • Fully co-operate with Western Health in any action it considers necessary to maintain a working environment, which is safe, and without risk to health

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- Protect confidential information from unauthorised disclosure and not use, disclose or copy confidential information except for the purpose of and to the extent necessary to perform your employment duties at Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, Work Health and Safety Act 2011, the Work Health and Safety Regulations 2011 (and 2012), the Victorian Occupational Health and Safety Act 2004, Fair Work Act 2009 (as amended), the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- The role will spend time between the Performance Unit (Williamstown Hospital) but travel to other sites from time to time is required
- Redeployment to other services or sites within Western Health may be required
- Employment terms and conditions are provided according to relevant award/agreement
- Western Health is an equal opportunity employer and is committed to providing for its employees a work environment which is free of harassment or discrimination. The organisation promotes diversity and awareness in the workplace
- This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Western Health reserves the right to modify position descriptions as required. Employees will be consulted when this occurs
- Western Health is a smoke free environment

I confirm I have read the Position Description, understand its content and agree to work in accordance with the requirements of the position.

Employee's Name:

[Click here to enter the Employee's name.](#)

Employee's Signature:

Date:

[Click here to enter a date.](#)

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