

POSITION DESCRIPTION

Position Title:	Business Analyst
Business Unit/Department:	Digital Health
Division:	Digital Health
Award/Agreement:	Health & Allied Services, Managers & Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement
Classification:	Grade 4 – Level 1 to Level 4 (HS4 to HS29)
Reports To:	Digital Health Senior Project Manager
Direct Reports:	N/A
Date Prepared/Updated:	3 August 2026

Position Purpose

The Business Analyst is a key member of the Digital Health Team, responsible for translating business needs into clear, actionable insights that support the design and delivery of high-quality, patient-centred digital health solutions. The role plays an important part in bridging operational, clinical, and technical domains by ensuring business workflows and requirements are accurately captured, documented, and aligned with Western Health's broader enterprise strategy.

As a Digital Health Business Analyst, you will work proactively with key areas and stakeholders across Western Health (WH) to identify system design requirements and sustainable processes that support the successful implementation of WH Digital Health solutions.

You will be responsible for analysing current-state and future-state workflows, identifying gaps, supporting issue resolution within your project team, and maintaining high-quality documentation. You will prepare and execute test scripts, participate in change management and training activities, support implementation activities, and assess organisational readiness of staff prior to and throughout project go-lives.

In addition to core analysis activities, the Business Analyst will contribute to continuous improvement within the division by promoting consistent documentation standards and supporting user-centred design principles across projects and initiatives. The role requires strong analytical capability, attention to detail, and the ability to build trusted relationships across a diverse stakeholder base.

The successful applicant will demonstrate a proactive mindset, taking initiative to identify workflow inefficiencies and propose improvements without waiting to be directed. They will be confident leading current-state and future-state workflow mapping workshops, producing clear swim lane diagrams and process documentation as core deliverables of the role.

Digital Health Business Analysts will work across multiple solutions and vendors, supporting several concurrent projects within the Digital Health portfolio.

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The successful applicant will demonstrate experience in requirements elicitation, process mapping, and workflow analysis within complex healthcare or similarly regulated environments. They will be confident in engaging clinicians, clerical staff, operational managers, and technical teams to define solutions that optimise performance, enhance interoperability, and support Western Health's Digital Technology Strategy and Best Care framework. They will also have experience navigating complex workflows across large organisations with varied stakeholder groups and differing levels of digital maturity.

This position offers a unique opportunity to contribute to the way care is delivered through digital innovation, ensuring Western Health's current and future-state workflows are well understood, fit for purpose, and aligned with the organisation's strategic goals and Digital Technology Strategy.

Business Unit Overview

Western Health is a large and growing health service employing more than 13,000 staff, guided by the CARES values of Compassion, Accountability, Respect, Excellence and Safety. We provide care to a diverse community of more than one million people across acute hospitals, specialist services, community health, mental health, and residential aged care. Our people are at the centre of everything we do, and we are committed to fostering a supportive environment that enables staff to grow, develop, and deliver safe, person-centred care.

Digital transformation at Western Health is underpinned by the Electronic Medical Record (EMR) program, which established the foundation for digitally enabled models of care and organisational growth. Since the successful implementation of the Cerner Millennium EMR in 2018, Western Health has continued to expand and optimise its digital capability. The EMR Phase 2 program—one of the largest digital health initiatives undertaken by the organisation—has extended the EMR across major clinical areas, supporting a single patient record, safer clinical decision-making, improved clinical workflows, and more efficient service delivery. Optimisation of Phase 2.1 is ongoing, with planning underway for Phase 2.2 to further integrate administrative, mental health, renal, dialysis, and community services.

Building on this strong digital foundation, the Digital Health division has been a critical enabler of Western Health's service expansion. The EMR and associated digital platforms first supported the opening of the Joan Kirner Women's and Children's Hospital followed by the transition of mental health services to Western Health, ensuring safe continuity of care and consistent digital workflows. Digital Health also supported the expansion of Sunbury Day Hospital and the digital integration of Bacchus Marsh Hospital, resulting in standardised workflows and a consistent digital experience across sites.

This digital capability continues to support major infrastructure investment, including the opening of the New Footscray Hospital in February this year, the planned Point Cook Community Hospital, and the future Melton Hospital. The Digital Health division has been recognised nationally and internationally for excellence in public sector digital transformation and maintains strong partnerships with universities and research organisations to drive innovation, research, and workforce capability development.

Key Responsibilities

Business Analysis:

- Apply business analysis techniques to review processes and solution workflows as well as developing new workflows in line with the project tasks.
- Produce business analysis artefacts and outputs that align to the Digital Health business analysis standards.
- Consult with stakeholders to elicit, analyse and define business requirements for Digital Health Solutions.
- Manage requirements through project lifecycle, maintaining traceability from business need to solution delivery.
- Participate in and facilitate design decisions workshops and work closely with the Clinical Informatics Analysts to gain consensus from other Western Health stakeholders on the design of the Digital Health solutions.

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- Consult with key stakeholders in the development of new processes, business rules and policies to ensure the Digital Health solutions can support the operational needs of the Western Health clinical staff to meet Best Care.
- Consult with key stakeholders on mandatory reporting requirements and any other operational reports.
- Develop and maintain strong working relationships with internal and external stakeholders and subject matter experts from across all multidisciplinary groups and services to deliver Digital Health priorities.
- Deliver system demonstrations for Western Health staff when required.
- Proactively identify workflow inefficiencies and opportunities for improvement, bringing forward recommendations without waiting to be directed.
- Lead current-state and future-state workflow mapping workshops, producing swim lane diagrams and process documentation as core deliverables.
- Conduct gap analysis between current state processes and proposed solutions; and assess the operational impact of change on clinical and administrative workflows.
- Contribute to the continuous improvement of business analysis standards, templates and methods within Digital Health

Project Delivery (include design and testing):

- Evaluate and modify content within the Digital Health solution in conjunction with the Clinical Informatics Analysts.
- Consult and engage with Oracle Health and other health vendors and services to address design issues impacting projects and ensure Western Health adopts best practice.
- Maintain design workflow documentation throughout the project lifecycle.
- Work with end users to collect, evaluate and drive change requests following Change Request Management processes.
- Update documentation including, but not limited to, “what goes where” document, data dictionaries (and metadata), QRGs, test scripts, decision log, stakeholder engagement matrix and ensure documentations are kept up to date.
- Facilitate testing and validation of Digital Health solution workflows, and lead defect identification and resolution to support successful exit of each test stage.
- Identify expected benefits, establish baseline measures prior to go-live, and actively track and report on benefits realisation post-implementation, contributing evidence that informs optimisation decisions
- Identify, manage and escalate when required, all risks and issues and contribute to the development and implementation of strategies/mitigation activities to reduce/eliminate identified risks and issues.
- Ensure all Western Health policies and procedures are adhered to and implemented in the system design.
- Actively contribute to a highly professional, performance based, innovative, responsive and accountable culture within the team.

Stakeholder Management and Communication:

- Facilitate open communication and discussion between stakeholders by developing, maintaining and working to engagement strategies and plans, ensuring regular and accurate communication to stakeholders.
- Collaborate with, and facilitate stakeholder groups, through formal or informal channels to ensure that stakeholder concerns and requirements are well understood by the project team.
- Work closely with the rest of the Digital Health team to translate communications and stakeholder engagement strategies into specific activities and deliverables that will formulate the Change Management Plan, Training Plan and Communications Plan.
- Ensure that the final Digital Health solution is well understood by all stakeholders involved.
- Proactively build and maintain a good working relationship with all Western Health staff, especially the Digital Health and DTS teams, to ensure Digital Health applications align with local requirements and IT strategic directions.
- Present technical concepts in simple and understandable terms so both technical and non-technical audiences understand the problem and proposed solution.
- Contribute to the Digital Health Project Team communication activities.

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Change Management, Training and Adoption:

- Support the Change and Implementation team to complete change management assessments to prepare the workflow changes in Digital Health projects. This includes but is not limited to identification of workflow changes, anticipate resistance, evaluating and ensuring user readiness, supporting and engaging senior leaders and developing actionable deliverables.
- Deliver Digital Health solutions training to Western Health staff as required.
- Actively participate in Go-Live planning and provide 24/7 support during Go-Lives.
- Support the clinical adoption post project Go-Lives.

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

Internal:

- Digital Health Divisional Director
- Digital Health Team
- Western Health Divisional Directors and Senior Leadership Group
- Digital Health Snr Business Analyst
- Western Health Staff

External:

- Oracle Health Project Team
- Other Health Agencies
- Other vendors

Selection Criteria

Essential:

- A tertiary degree and or professional qualification(s) in Computer Science, Information Systems, Health Informatics or IT/healthcare related experience.
- A background of at least 24 months in process mapping, business analysis and project testing processes, with an interest in computerised workflows, best practice, innovation and clinical documentation.
- Critical thinking, strong analytical and troubleshooting skills to investigate and understand issues along with their clinical implications. You must be able to think laterally as well as logically to provide multiple solution paths to address issues whilst ensuring proactive communication and consensus with stakeholders.
- Experience using common software such as Microsoft Visio to map out current and future state workflows.
- Demonstrated experience and proven ability to influence and manage change including understanding and navigating the conflicting needs of different groups.
- Ability to work both independently and in a complex team environment and to collaborate with external and internal stakeholders.
- Excellent written and verbal communication skills, the ability to communicate effectively with stakeholders within the organisation and a high level of attention to detail.
- Strong understanding of testing processes with the ability to actively participate in testing phases for test script execution, capture of evidence and defect management.
- Demonstrated ability to manage and triage defects during the testing processes.
- Personal maturity and experience in dealing effectively with managing multiple tasks with competing priorities, working under pressure and delivering against tight deadlines using skills in prioritisation, problem solving, organization, decision-making, time management, and planning.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- A strong commitment to quality and excellence and customer focus.

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Desirable:

- Experience with PAS/iPM, including ADTs, OPU appointments, pre-admissions, statistical separations, and test patient creation.
- Knowledge of and experience with Oracle Health EMR or equivalent Digital Health implementations and systems.
- Recognised business analysis certification (e.g. CBAP, PMI-PBA, AgileBA Practitioner).
- Membership of a relevant professional association (e.g. IIBA, PMI).
- Experience with Western Health's clinical services, documentation, workflows and systems.
- Experience with hospital mandatory reporting requirements.

Additional Requirements

All employees are required to:

- 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
- 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
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Western Health
- Be aware of and comply with relevant legislation: Public Administration Act 2004, Victorian Charter of Human Rights and Responsibilities Act 2006, the Victorian Occupational Health and Safety Act 2004, the Victorian Occupational Health and Safety Regulations 2017 (OHS Regulations 2017), Fair Work Act 2009 (as amended), Occupational Health and Safety (Psychological Health) Regulations 2025, the Privacy Act 1988 and responsibilities under s141 Health Services Act with regard to the sharing of health information, the Family Violence and Child Information Sharing Schemes, Part 5A of the Family Violence Protection Act 2008 and Part 6A of the Child Wellbeing and Safety Act 2005, Safe Patient Care Act 2015, Mental Health & Wellbeing Act 2022
- Be aware of and comply with the Code of Conduct for Victorian Public Sector Employees and other Western Health employment guidelines

General Information

- Redeployment to other services and 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
- Western Health is committed to Gender Equity
- Western Health provides support to all personnel experiencing family and domestic violence
- 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

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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: _____

Employee's Signature: _____ Date: _____

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