

Position Description

Employment Agreement:	Individual Employment Agreement
Position Title:	Information Analyst – Equity
Service & Directorate:	People, Culture & Technology
Location:	Dunedin
Reports to:	Lead Technical BI Specialist
DHB Delegation Level:	N/A
Number of direct reports:	Nil
Date:	March 2021

Our Vision

Better Health, Better Lives, Whānau Ora

We work in partnership with people and communities to achieve their optimum health and wellbeing
We seek excellence through a culture of learning, enquiry, service and caring

Our Shared Values and Behaviours

Kind <i>Manaakitanga</i>	Open <i>Pono</i>	Positive <i>Whaiwhakaaro</i>	Community <i>Whanaungatanga</i>
Looking after our people: We respect and support each other. Our hospitality and kindness foster better care.	Being sincere: We listen, hear and communicate openly and honestly. We treat people how they would like to be treated.	Best action: We are thoughtful, bring a positive attitude and are always looking to do things better.	As family: We are genuine, nurture and maintain relationships to promote and build on all the strengths in our community.

Our statutory purpose

To improve, promote and protect the health of our population

- Promote the integration of health services across primary and secondary care services
- Seek the optimum arrangement for the most effective and efficient delivery of health services
- Promote effective care or support for those in need of personal health or disability support services
- Promote the inclusion and participation in society and the independence of people with disabilities
- Reduce health disparities by improving health outcomes for Māori and other population groups
- Foster community participation in health improvement and in planning for the provision of and changes to the provision of services
- Uphold the ethical and quality standards expected of use and to exhibit a sense of social and environmental responsibility

PURPOSE OF ROLE
<p>The Information Analyst role will be a key contributor in the BI and Analytics team.</p> <p>The particular focus of this role will be to use analytics and data to make recommendations to address the equity and Maori health challenges in Southern Health.</p> <p>We are looking for someone with strong analytical and data visualisation skills to work as integral member of our team. To produce analytical artefacts and draw conclusions and recommendations from the intelligence and information gained. This will be completed through leading and contributing to various quantitative and qualitative analytical projects and reporting/BI dashboards. To support work through data quality and validation checking and data cleansing and transformation from source systems/data sources as required.</p> <p>Liaison across Southern Health and with external providers, analysts in other DHBs and the Ministry of Health will be necessary from time to time.</p>

Competencies

The following competencies apply to this position. The employee will be assessed against these as part of their annual performance and development review.

Organisational Competencies	
Customer Focus	Is dedicated to meeting the expectations and requirements of internal and external customers; gets first hand customer information and uses it for improvements in products and services; acts with customers in mind; establishes and maintains effective relationships with customers and gains their trust and respect
Integrity and Trust	Is widely trusted; is seen as a direct, truthful individual; can present the unvarnished truth in an appropriate and helpful manner; keeps confidences; admits mistakes; doesn't misrepresent him/herself for personal gain.
Drive For Results	Can be counted on to exceed goals successfully; Is constantly and consistently one of the top performers; very bottom line oriented; steadfastly pushes self and others for results.
Role Specific Competencies	
Listening	Practices attentive and active listening; has the patience to hear people out; can accurately restate the opinions of others even when he/she disagrees.
Informing	Provides the information people need to know to do their jobs and to feel good about being a member of the team, unit, and/or the organization; provides individuals information so that they can make accurate decisions; is timely with information.
Problem Solving	Uses rigorous logic and methods to solve difficult problems with effective solutions; probes all fruitful sources for answers; can see hidden problems; is excellent at honest analysis; looks beyond the obvious and doesn't stop at the first answers.
Process Management	Good at figuring out the processes necessary to get things done; knows how to organize people and activities; understands how to separate and combine tasks into efficient work flow; knows what to measure and how to measure it; can see opportunities for synergy and integration where others can't; can simplify complex processes; gets more out of fewer resources.
Interpersonal Savvy	Relates well to all kinds of people – up, down, and sideways, inside and outside the organisation; builds appropriate rapport; builds constructive and effective relationships; uses diplomacy and tact; can defuse even high-tension situations comfortably.
Effective Communication	Shares well thought out, concise and timely information with others using appropriate mediums. Ensures information gets to the appropriate people within the organisation to facilitate effective decision making.
Dealing with Ambiguity	Can effectively cope with change: can shift gears comfortably; can decide and act without having the total picture; isn't upset when things are up in the air; doesn't have to finish things before moving on; can comfortably handle risk and uncertainty.

Teamwork	Works to build team spirit, facilitates resolution of conflict within the team, promotes/protects team reputation, and shows commitment to contributing to the team's success.
Resilience / Flexibility	Articulates differing perspectives on a problem and will see the merit of alternative points of view. Will change or modify own opinions and will switch to other strategies when necessary. Adjusts behaviour to the demands of the work environment in order to remain productive through periods of transition, ambiguity, uncertainty and stress. Manages cultural ambiguity and conflicting priorities well.

KEY RELATIONSHIPS	
Within Southern DHB	External to Southern DHB
<ul style="list-style-type: none"> All Information Systems Teams, and key stakeholders within the organisation. 	<ul style="list-style-type: none"> Ministry of Health
	<ul style="list-style-type: none"> South Island DHB's
	<ul style="list-style-type: none"> Vendors and Service Providers
	<ul style="list-style-type: none"> Health agencies & partners

PERSON SPECIFICATION

The expertise required for a person to be fully competent in the role. Position specific competencies:

	ESSENTIAL	DESIRABLE
Education and Qualifications (or equivalent level of learning)	<ul style="list-style-type: none"> Relevant <u>tertiary level qualification</u>; <u>graduate</u> diploma or <u>B</u>achelor qualification. 	<ul style="list-style-type: none"> Post Graduate qualification that includes analytical skills.
Experience	<ul style="list-style-type: none"> <u>5+ years</u> <u>D</u>demonstrated statistical, analytical, and data visualisation skillset. Analytical, policy, project, or quality improvement experience. Demonstrated ability to research and evaluate information to inform evidence-based service planning. Experience with modelling techniques (e.g., forecasting, financial, capacity and demand modelling). Demonstrated experience using analytics to address equity, ideally in health setting. Business Analysis skills and experience Proficient with analytical toolsets (PowerBI, R, Stata) Ability to manage multiple priorities, and assess and adjust quickly to changing priorities 	<ul style="list-style-type: none"> BI certifications desirable, preferably related to Microsoft stack Health or social sector experience SQL experience Data quality and validation checking and data cleansing and transformation experience.
Knowledge and Skills	<ul style="list-style-type: none"> Excellent written, oral, interpersonal, and presentational skills. Ability to conduct research into new technologies and trends Ability to present ideas in business-friendly and user-friendly language. Highly self-motivated and directed. Ability to absorb new ideas and concepts quickly. Good analytical and problem-solving abilities. Ability to effectively prioritise and execute tasks. Experience working in a team-oriented, collaborative environment. 	<ul style="list-style-type: none"> Knowledge of population health and health systems. Demonstrated ability applying the Treaty of Waitangi within analytical and policy settings.
Personal Qualities	<ul style="list-style-type: none"> Commitment and personal accountability. Excellent interpersonal skills, including ability to work effectively with people at all levels of the organisation. 	

	<ul style="list-style-type: none">• Acts with discretion, sensitivity and integrity at all times.• Is adaptable and flexible – open to change (positive or negative).• Maintains an exceptionally high level of confidentiality.• Forward thinker, flexible, courteous, self-motivated.• Committed to continuous quality improvement.• Ability to liaise and network at all levels.
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KEY RESULT AREAS:

Key Accountabilities:	Example of successful delivery of duties and responsibilities
Information Analyst	
<ul style="list-style-type: none"> Responsible for requirements gathering, solution design best practices, and leveraging all available tools. Develop custom analytical solutions to agreed customer specifications. Develop analytical artefacts and draw conclusions and recommendations from the intelligence and information gained. Provide data quality and validation checking and data cleansing and transformation from source systems/data sources as required. Provide quantitative and qualitative analytical projects and BI dashboards. 	<ul style="list-style-type: none"> Production on reports summary conclusions, finding, recommendation, ideas for improvements Produced of analytical artefacts, including BI dashboards.
Team and Individual Performance Participate in and contribute to the internal management and functioning of the team.	
<ul style="list-style-type: none"> Actively engage with and support colleagues, taking personal responsibility for ensuring effective working relationships with all team members. Contribute to team communication and learning activities. Can deal comfortably with Managers at all levels and work productively as a business partner. Participate in peer review of own and others work. Promote and adhere to the philosophy and values of the DHB mission and values. 	<ul style="list-style-type: none"> Positive working relationships developed and maintained. Positive feedback received from managers and other clients across Southern DHB.
Other Duties	
<p>Undertaking duties from time to time that may be in addition to those outlined above but which fall within your capabilities and experience.</p>	<ul style="list-style-type: none"> You respond positively to requests for assistance in own and other areas, demonstrating adaptability and willingness. You produce work that complies with SDHB processes and reflects best practice. Research undertaken is robust and well considered.
Professional Development – self	
<p>Identifying areas for personal and professional development.</p>	<ul style="list-style-type: none"> Training and development goals are identified/agreed with your manager. Performance objectives reviewed annual with your manager. You actively seek feedback and accept constructive criticism.
Health, Safety and Wellbeing	
<p>Taking all practicable steps to ensure personal safety and the safety of others while at work, in accordance with the Southern DHB’s Health, Safety and Wellbeing policies, procedures and systems.</p>	<ul style="list-style-type: none"> You understand and consistently meet your obligations under Southern DHB’s Health and Safety policy/procedures. You actively encourage and challenge your peers to work in a safe manner. Effort is made to strive for best practice in Health and Safety at all times.

Treaty of Waitangi	
<p>Giving effect to the principles of the Treaty of Waitangi – Partnership, Participation and Protection through your interaction with others on a day to day basis.</p>	<ul style="list-style-type: none"> • <i>Partnership</i> – You interact in good faith and in the nature of a partnership. There is a sense of shared enterprise and mutual benefit where each partner takes account of the needs and interests of the other. • <i>Participation</i> – You work in partnership with our treaty partners to enable our organisation to prosper. You are mindful of the varying socio-economic conditions that face our people and work hard to remove barriers of access to health and education. • <i>Protection</i> – You work proactively to protect the rights and interests of Māori, including the need to proactively build the capacity and capability of Māori.

Note: the above example measures are provided as a guide only. The precise performance measures for this position will require further discussion between the job holder and manager.

CHANGES TO POSITION DESCRIPTION

From time to time it may be necessary to consider changes to the position description in response to the changing nature of our work environment – including technological requirements or statutory changes. This Position Description may be reviewed as part of the preparation for your annual performance and development review.

Acknowledged / Accepted:

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Employee

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Date

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Manager

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Date