

## Position Description

**Job Title** Lead Health Services Researcher

**Job grade** HSM4

**Reporting to** Director Performance Reports

**Location** Chatswood

**Hours** 38 hours per week

**Duration** Options for Temporary or Permanent, Full time or part time

### Purpose of the position

The Bureau of Health Information (BHI) creates timely, high quality public reports and information products on the performance of the NSW public health system. Our team undertakes analysis and interpretation of health service administrative, survey and other relevant data collections in order to: (a) evaluate performance of the public health system; (b) identify important trends, opportunities for service improvement and potential impact of policy change; (c) benchmark the performance of the system through comparisons; and (d) assess and disseminate information on the quality of data and data systems in the NSW public system.

Within the Bureau's flexible multidisciplinary team environment, the Senior Health Services Researcher has a key role as team coordinator, project manager and lead researcher on reporting projects.

### Key accountabilities

- Manage specific projects of health services research and report development, working closely with data analysts, graphic designers, communications officers and others to coordinate efforts and produce high quality, meaningful information products.
  - Negotiate and monitor the delivery timetable for key project milestones and ensure team members and other relevant staff are aware of the anticipated workload requirements.
- Describe, investigate and report on variation in health system performance, and on factors that drive or inhibit health system performance in order to identify opportunities for improvements at local and system levels.
  - Develop and validate performance measures in ways that align with best practice in NSW and / or other jurisdictions.
  - Engage with external stakeholders to inform report development
  - Guide the definition of the scope of the Bureau's reports and related products in ways that align with information needs.
- Take a lead on complex research projects where required and provide support and guidance to the research team as well as the broader team.

- Provide expert advice on improvements and enhancements to health system data to optimise its alignment with current and emerging priorities for information.
- Work in collaboration with the Director Performance Reports and other research staff to learn about need, demand and priorities for performance information and how it is used by target audiences.
- Implement protocols to ensure accuracy of information, quality of documentation, interpretive analysis and presentation.
- Assist in the preparation of Ministerial briefings, correspondence, responses to Parliamentary questions, discussion papers and other reports.
- Design and deliver presentations at professional forums and represent the Bureau on its steering committees, as well as on committees established by others.

## Decision making

The incumbent is accountable for the content, accuracy and quality of information provided by them, particularly in relation to the content of public reports and products. The position holder makes decisions related to the scope of assigned reports and related products, as well as the successful, timely completion of projects undertaken.

The incumbent will consult with the Director Performance Reports on analyses and advice that have significant policy, political or resource implications and on major policy issues or conflicts arising in the course of project and representational duties.

The incumbent must refer to the Director Performance Reports:

- Decisions requiring approval outside the delegations of the position. Such referrals include a discussion of the issues together with a recommendation for action.
- Decisions which will substantially alter the outcomes, timeframe or funding requirements of individual projects.
- Controversial decisions relating to budget, ethical or policy matters.
- Sign-off of reports and papers for public distribution.

## Selection criteria

1. Demonstrated knowledge of state, national and international trends in health system performance measurement and reporting.
2. Demonstrated significant experience in preparation and publication of health system reports.
3. Strong project design and management skills, and experience managing complex projects with competing priorities and deadlines.
4. Excellent abilities to interpret complex statistical information for a range of audiences, and familiarity with the challenges of working with large administrative and survey data sets.
5. Demonstrated expertise in areas such as measuring and reporting on clinical effectiveness, productivity, patient experience, survey methodology or other relevant fields.
6. Advanced oral and written communication, interpersonal, negotiation, consultation and presentation skills.
7. Demonstrated ability to operate effectively in a tight knit team environment.

8. Relevant tertiary qualifications and / or equivalent relevant experience.

## Performance Reviews

A performance assessment of the incumbent will be conducted within three (3) months following commencement of employment to ensure:

- That the incumbent has participated in all aspects of the Induction Program
- There is mutual satisfaction in the incumbent's work performance
- Training and development needs are addressed.

Each twelve (12) months, the incumbent's supervisor will conduct a performance development review with the incumbent to ensure:

- An appropriate level of performance against performance expectations and measures
- An appropriate level of behavioural, functional and technical capability
- An appropriate level of professional development.

## Position Dimensions

### **Occupational Health and Safety**

Comply with and participate in BHI's occupational health and safety policies, procedures, guidelines and systems. Actively participate in safety checks and drills, and promote a culture of safety within the work team.

### **Workplace Diversity**

Comply with and participate in BHI's workplace diversity policies, procedures, guidelines and systems including (but not limited to): Equal Employment Opportunity; Anti Discrimination; Ethnic Affairs; and Principles for a Culturally Diverse Society.

### **Quality Improvement**

Participate in ongoing quality improvement reviews of BHI's administrative policies, procedures, guidelines and systems. Ensure day-to-day operational decisions and processes meet the needs of the business and comply with NSW Health and NSW Government policies, directions and legislative obligations.

## Relationships

Establish and maintain effective working relationships with internal colleagues in BHI, NSW Health, other agencies and external suppliers.

## Capabilities

Capability	Descriptor	Applicable
<b>Professionalism and Openness</b>		
Display Resilience and Courage	Open and honest, prepared to express your views, and willing to accept and commit to change	✓
Manage Self	Shows drive and motivation, a measured approach and a commitment to learning	✓
Act with Integrity	Ethical and professional, and adheres to the Public Sector Values	✓
Value Diversity	Shows respect for diverse backgrounds, experiences and perspectives	✓
Demonstrate Accountability	Be responsible for own actions, adhere to legislation and policy and be proactive to address risk	✓
<b>Relationships and Teamwork</b>		
Communicate Effectively	Communicate clearly, actively listen to others and respond with respect	✓
Commit to Customer Service	Provide customer centric services in line with public service and organisational objectives	✓
Work Collaboratively	Collaborate with others and value their contribution	✓
Influence and Negotiate	Gain consensus and commitment from others and resolve issues and conflicts	✓
<b>Effectiveness and Goal Achievement</b>		
Deliver Results	Achieve results through efficient use of resources and a commitment to quality outcomes	✓
Plan and Prioritise	Plan to achieve priority outcomes and respond flexibly to changing circumstances	✓
Think and Solve Problems	Think, analyse and consider the broader context to develop practical solutions	✓
<b>Technical and Planning Skills</b>		
Technology	Understand and use available technologies to maximise efficiencies and effectiveness	✓
Project Management	Understand and apply effective planning, coordination and control methods	✓
<b>People and Resource Management</b>		
Manage and Develop People	Engage and motivate staff and develop capability and potential in others	✓
Optimise Business Outcomes	Manage resources effectively and apply sound workforce planning principles	
Finance	Understand and apply financial processes to achieve value for money and minimise financial risk	
Procurement and Contract Management	Understand and apply procurement processes to ensure effective purchasing and contract performance	
Inspire Direction and Purpose	Communicate goals, prioritise and vision and recognise achievements	
Manage Reform and Change	Support, promote and champion change, and assist others to engage with change.	

## Employee Agreement

As the position holder, I have read the Position Description, understand its contents and agree to work in accordance with the requirements of the position. I understand and accept that I must also comply with the policies, procedures, guidelines and systems of the Bureau of Health Information.

I also agree to strictly observe Bureau of Health Information policy on confidentiality of client information or such other sensitive or confidential information that I may come across in the course of my employment.

Signature

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Name

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Employee

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Manager

NOTE: Reviews of this position description should occur at performance review. Any agreement to amend or alter this document will require it to be signed and dated as a new document.

## Occupational Health and Safety Job Demands Checklist

This form is to be completed by each employee in consultation with their manager.

Each position is to be assessed on the specific OHS risks that relate to that position. Refer generic template below for BHI.

### Jobs Demands Checklist

The purpose of this form is to manage the OHS risks associated with the position in relation to the occupant. It may be used to provide information about the position to a Health Professional required to perform a pre-employment medical assessment. Identification of possible OHS risks can also assist with the development of a training plan for the occupant to ensure the risks are minimised.

#### Jobs Demands Frequency Key

<b>I</b>	Infrequent	Intermittent activity exists for a short time on a very infrequent basis
<b>O</b>	Occasional	Activity exists up to 1/3 of the time when performing the job
<b>F</b>	Frequent	Activity exists between 1/3 and 2/3 of the time when performing the job
<b>C</b>	Constant	Activity exists for more than 2/3 or the time when performing the job
<b>R</b>	Repetitive	Activity involved repetitive movements
<b>N</b>	Not Applicable	Activity is not required to perform the job

#### Key

<b>O</b>	generic to all positions within BHI, with specific consideration for:
<b>A</b>	administrative positions
<b>G</b>	graphic design positions

Physical Demands Description	Frequency					
	I	O	F	C	R	N
<b>Sitting</b> – remaining in a seated position to perform tasks				O	G	
<b>Standing</b> – remaining standing without moving about to perform tasks	A					O
<b>Walking</b> – floor type: even / uneven / slippery, indoors / outdoors, slopes						O
<b>Running</b> – floor type: even / uneven / slippery, indoors / outdoors, slopes						O
<b>Bend / Lean Forward from Waist</b> – forward bending from the waist to perform tasks	O		A			
<b>Trunk Twisting</b> – turning from the waist while sitting or standing to perform tasks			O			
<b>Kneeling</b> – remaining in a kneeling posture to perform tasks	A					O
<b>Squatting / Crouching</b> – adopting a squatting or crouching posture to perform tasks	A					O
<b>Leg / Foot Movement</b> – use of leg and/or foot to operate machinery						O
<b>Climbing (stairs / ladders)</b> – ascend / descend stairs, ladders e.g. emergency evacuation 15 flights	O					
<b>Lifting / Carrying</b> – light lifting and carrying (0 to 9 kg) e.g. stationery	O					
<b>Lifting / Carrying</b> – moderate lifting and carrying (10 to 15 kg)	O					
<b>Lifting / Carrying</b> – heavy lifting and carrying (16kg and above)						O
<b>Reaching</b> – arms fully extended forward or raised above shoulder e.g. telephone, photocopier		O	A			
<b>Pushing / Pulling / Restraining</b> – using force to hold / restrain or move objects toward or away from the body			O			
<b>Head / Neck Postures</b> – holding head in a position other than neutral (facing forward), e.g. answer telephone			O			
<b>Hand and Arm Movements</b> – repetitive movements of hands and arms e.g. keyboard					O	
<b>Grasping / Fine Manipulation</b> – gripping, holding, clasping with fingers or hands e.g. mouse					O	
<b>Work at Heights</b> – using ladders, footstools, scaffolding, or other objects to perform work	O					
<b>Driving / Riding</b> – controlling the operation of a vehicle e.g. car	O					

Sensory Demands	Frequency					
	I	O	F	C	R	N
<b>Sight</b> – use of sight is an integral part of work performance (e.g. viewing X-Rays, computer screens)				<input checked="" type="radio"/>		
<b>Hearing</b> – use of hearing is an integral part of work performance (e.g. telephone enquiries)				<input checked="" type="radio"/>		
<b>Smell</b> – use of smell is an integral part of work performance (e.g. working with chemicals)						<input checked="" type="radio"/>
<b>Taste</b> – use of taste is an integral part of work performance (e.g. food preparation)						<input checked="" type="radio"/>
<b>Touch</b> – use of touch is an integral part of work performance						<input checked="" type="radio"/>

Psychosocial Demands	Frequency					
	I	O	F	C	R	N
<b>Distressed People</b> – e.g. emergency or grief situations						<input checked="" type="radio"/>
<b>Aggressive and Uncooperative People</b> – e.g. drug / alcohol, dementia, mental illness	<input checked="" type="radio"/>					
<b>Unpredictable People</b> – e.g. dementia, mental illness, head injuries						<input checked="" type="radio"/>
<b>Restraining</b> – involvement in physical containment of patients / clients						<input checked="" type="radio"/>
<b>Exposure to Distressing Situations</b> – e.g. child abuse, viewing dead / mutilated bodies						<input checked="" type="radio"/>

Environmental Demands Description	Frequency					
	I	O	F	C	R	N
<b>Dust</b> – exposure to atmospheric dust						<input checked="" type="radio"/>
<b>Gases</b> – working with explosive or flammable gases requiring precautionary measures						<input checked="" type="radio"/>
<b>Liquids</b> – working with corrosive, toxic or poisonous liquids or chemicals requiring personal protective equipment (PPE)						<input checked="" type="radio"/>
<b>Hazardous Substances</b> – e.g. dry chemicals, glues, whiteboard cleaning fluid, photocopier inks	<input checked="" type="radio"/>					
<b>Inadequate Lighting</b> – risk of trips, falls or eyestrain						<input checked="" type="radio"/>
<b>Sunlight</b> – risk of sunburn exists from spending more than 10 minutes per day in sunlight						<input checked="" type="radio"/>
<b>Extreme Temperatures</b> – environmental temperatures are less than 15°C or more than 35°C						<input checked="" type="radio"/>
<b>Confined Spaces</b> – areas where only one egress (escape route) exists						<input checked="" type="radio"/>
<b>Slippery or Uneven Surfaces</b> - greasy or wet floor surfaces, ramps, uneven ground						<input checked="" type="radio"/>
<b>Inadequate Housekeeping</b> - obstructions to walkways and work areas cause trips and falls						<input checked="" type="radio"/>
<b>Working At Heights</b> – ladders / stepladders / scaffolding are required to perform tasks						<input checked="" type="radio"/>
<b>Biological Hazards</b> – exposure to body fluids, bacteria, infectious diseases						<input checked="" type="radio"/>



I declare that I am fit and able to perform the duties of this position as outlined in the above Job Demands Checklist:

Signature

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Name

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Date

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Employee

Manager

## Statement of Physical Status

I have read the inherent job requirements for the position. I understand the listed physical requirements of the position and make the declaration below:

- I am not aware of any health condition (physical or mental) that might prevent me from performing the inherent requirements of this position; or
  
- I have a health condition that may require the employer to provide me with services or aids (adjustments) so that I can adequately perform the inherent job requirements of this position. Any adjustments I may need have been discussed with the position's manager together with Human Resources, prior to completing this health declaration.

I am aware that any false or misleading statements may impinge on my appointment or continued employment with Bureau of Health Information.

Signature

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Name

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Position

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Date

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Employee

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Manager