


Data Analyst

Department:	Health System Integration and Innovation
Location:	Cairns, Townsville, or Mackay
Position type:	Full-time
Classification:	Level 7
Reports to:	Data and Intelligence Manager
Direct reports:	Nil

Our values

	Values statements	Core commitments
 Collaboration	We connect co-operatively across boundaries to share ideas and achieve our goals together. 'We work together'	I will work co-operatively across teams to achieve outcomes. I will connect with others to build trusting relationships. I will share ideas, knowledge, and resources.
 Leadership	We are empowered, inspired, and will step up to create a better future. 'We are all leaders'	I will role-model positive behaviours. I will create opportunities to have a positive impact. I will take responsibility for contributing to NQPHN's culture and success.
 Integrity	We hold ourselves to the highest standards of ethics and professionalism. 'We do the right thing'	I will be consistently ethical and trustworthy. I will display high levels of professionalism at all times. I will represent NQPHN with pride.
 Accountability	We own our actions, follow through on our promises, and live our values. 'We do what we say'	I will follow through on my commitments. I will take ownership of my work and performance. I will be transparent and forthcoming with information.
 Respect	We hear, acknowledge, and value all people and voices, finding unity in our diversity. 'We are considerate'	I will actively seek out and value different perspectives. I will treat all people with appreciation, dignity, and courtesy. I will be culturally informed and sensitive.



NQPHN acknowledges the Aboriginal and Torres Strait Islander peoples as Australia's First Nation Peoples and the Traditional Custodians of this land. We respect their continued connection to land and sea, country, kin, and community. We also pay our respect to their Elders past, present, and emerging as the custodians of knowledge and lore.





Role summary

The Data Analyst will be responsible for producing a range of information and analytical services to inform evidential and outcomes-based planning of program activities. They will support multiple programmes concurrently via data manipulation and mapping; applying their intelligence and knowledge to create insight and be capable of applying analytical methods and modelling. They will form and maintain strategic relationships with internal and external stakeholders to support the sharing of knowledge and resources.

The Data Analyst will support general practice to collect, collate, analyse, and meaningfully use de-identified clinical data through coordination and facilitation of the Northern Queensland Primary Health Network (NQPHN) Quality Data Program. The role will work as part of the Health System Integration and Innovation Team to extract data from source systems, manipulate and analyse, and present findings to support needs and impacts assessments.

Key responsibilities

Role-specific

- Build dashboards for internal and external users including extracting data, ingesting data into a data warehouse, data modelling, transforming data using SQL, and designing dashboards using visualisation tools such as Qlik Sense and Power BI.
- Support staff to correctly interpret data presented in dashboards and gain insights to inform and evaluate their work.
- Identify and report on quality improvement measures and health analytics utilising appropriate metrics to inform effective health intelligence and service mapping.
- Work with internal teams to support the preparation of Departmental deliverables including the provision of practice data reports, data dashboards, Activity Work Plans, performance, and reporting requirements.
- Support and assist the management and implementation of epidemiological methods for the design and analysis of data.
- Provide advice for ongoing design requirements for data collection, visualisation, cleaning, manipulation, storage, and management for effective health intelligence and analytics.
- Work in partnership with internal teams to determine data needs and gaps to inform decision making and planning.
- General practice data program coordination and reporting.
- Compliance with Department of Health and Aged Care reporting requirements (e.g. PIP QI, Primary Mental Health Care Minimum Data Set).
- Participate in continuous improvement of data governance policies and procedures.
- Represent NQPHN using a high level of negotiation, diplomacy, persuasive, and influencing skills.
- Monitor and report back to stakeholders on contract anomalies.
- Make recommendations to improve reporting systems and processes.

Organisation-wide

- Committed to “One PHN” and working collaboratively and engaging purposefully across the organisation, including the offices, teams, and functions.
- Ensure “best practice” processes across all areas of responsibilities.
- Comply with the organisation’s policies and procedures.
- Ensure the safety of yourself and others in line with the organisation’s WHS policies and procedures and the Workplace Health and Safety Act 2011.
- Perform other duties reasonably required as directed.

Key selection criteria

- Tertiary qualifications in a health-related discipline and/or three years’ relevant work experience specifically in primary health care.
- Demonstrated ability to identify requirements of a program/project, plan, implement, monitor, evaluate, and report on activities that address the need of the organisation.
- Proven experience in working with contemporary general practice clinical software and clinical audit tool including the PenCAT Suite.
- Proven experience in working across multiple stakeholders.
- Experience in the development, implementation, and evaluation of support programs or similar.
- Demonstrated ability to develop rapport and build relationships with various stakeholders, including the ability to manage a multifaceted and multi-stakeholder program.
- Demonstrated interpersonal, communication (oral and written), and negotiation skills.
- Demonstrated ability to prioritise and meet deadlines in a high demand work environment.
- Demonstrated skills in dealing with confidential and sensitive information in a professional manner.
- High level skills in Microsoft Word, Excel, PowerPoint, and Outlook.

Other requirements

- Current Drivers Licence.
- Provide a National Police Check less than three months old.
- Be able to meet the requirements of a Working with Children (Blue Card) Qld (if required).

Capability Framework

NQPHN has a capability framework in place. This role has the following core competencies and expected levels.

Core competency	Standard
Teamwork and team leadership	<ul style="list-style-type: none"> • Supports others in taking independent action. • Resolves issues that occur with minimal direction. • Invites and builds upon the ideas of others. • Assumes additional responsibilities to facilitate the achievement of team goals. • Actively shares knowledge among peers or offers advice to less experienced colleagues. • Effectively transfers acquired knowledge and expertise. • Demonstrates initiative in professional self-development.
Resource management	<ul style="list-style-type: none"> • Manages the allocation of resources in relation to business needs. • Manages the work plan, sets timelines and milestones, and involves stakeholders to deliver on time. • Provides advice on procedures and the use of resources.
Flexibility and continuous improvement	<ul style="list-style-type: none"> • Anticipates having to adapt work methods to changing technology and environments. • Considers problems from all new perspectives and can expand on the thinking or solutions proposed by others. • Adapts to new ideas and initiatives relevant to own area of work. • Understands and promotes the Organisation's business needs and policies for introducing change. • Is able to present the Organisation's priorities as they relate to own area of work. • Explains and convinces others of the need for adaptation and change of policies, structures, and methods.
Stakeholder engagement and communications	<ul style="list-style-type: none"> • Writes information coming from multiple sources in a logical and comprehensive, yet concise manner. • Combines information from various sources in a concise and consistent manner. • Makes sound use of graphics and tables to effectively present numerical data. • Actively nurtures both formal and informal contacts to facilitate the progress of work by proactively sharing information, best practices and respective interests and areas of expertise. • Identifies current or past contacts that can provide work-related information or assistance. • Fosters two-way trust in dealing with contacts (e.g. maintains confidentiality regarding sensitive information).
Quality management	<ul style="list-style-type: none"> • Gains an understanding of quality management systems, so effective feedback on limitations can be provided.

Core competency	Standard
	<ul style="list-style-type: none"> • Utilises quality management systems where provided by the PHN. • Provides feedback to line managers on utility of quality management systems.
Strategic thinking and innovation	<ul style="list-style-type: none"> • Provides a rationale for decisions, relating them to the overall goals. • Able to work on strategic activities within the team, either across the whole or within particular areas. • Actively contributes to strategic discussions. • Understands the Organisation's current and future role. • Looks for opportunities for business improvement.
Governance and risk	<ul style="list-style-type: none"> • Ensures governance arrangements are being met. • Constructs formal reporting structures that are appropriate for successful partnerships. • Refers to key healthcare benchmarks in making recommendations. • Has a working understanding of the legal governance of engagement with public and service users. • Identifies and manages risk. • Remains familiar with and adheres to all policies and procedures, including Workplace Health and Safety. • Contributes to a safe workplace.
Project and program management	<ul style="list-style-type: none"> • Ensures a clear project scope. • Develops effective project plans and cost schedules. • Calculates, relates, and responds to variances in schedules and costs. • Ensures effective project reporting. • Effectively manages project change using appropriate change control techniques. • Able to identify major and minor tasks for projects using a broad range of complex and technical tools. • Manages relationships of internal and external resources and interfaces with other groups. • Can identify and mitigate variations, changes, and conflicts. • Solves complex problems in own area even when not always clearly defined. • Resolves problems that may impact upon wider team/overall objectives. • Able to apply a broad range of complex, technical, or professional risk tools in a wide variety of projects.
Commissioning	<ul style="list-style-type: none"> • Applies Commissioning Guidelines and Framework. • Develops written, well-structured commissioning that clearly sets out business requirements.



Core competency	Standard
	<ul style="list-style-type: none"><li data-bbox="501 248 1270 315">• Monitors Commissioning processes to ensure they are open, transparent, and effective.<li data-bbox="501 338 1315 405">• Understands and participates in the Commissioning process and ensure actions are in line with the framework.

This position description contains a limited summary of the most frequently occurring tasks and responsibilities. In practice the employee can and will be entrusted with various other tasks and responsibilities that may also be of vital importance to the performance of his or her duties. The employee will properly execute these tasks and responsibilities and will not limit themselves to invoke the tasks and responsibilities exclusively summarised in this position description.

