EoHR Business Analyst

Reporting To: EoHR Program Manager
Business Unit: Chief Information Officer
Classification Level: HS5
Enterprise Agreement: Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2021-2025
Reviewed Date: February 2025

Position Purpose:

The Electronic oral Health Record (EoHR) project is seeking a strategic Business Analyst to lead the transformation of oral health service delivery across Victoria. This key role will drive the development and implementation of future state requirements for our state-wide electronic health record system, working to deliver a unified Dental Record Number (DRN) solution.

As a Business Analyst, you will lead the discovery and analysis of business requirements across multiple stakeholder groups, ensuring alignment between technical solutions and operational needs. Your expertise will be crucial in driving innovation in healthcare delivery while maintaining focus on patient safety and service excellence.

You will navigate complex stakeholder relationships across DHSV and 50+ community dental agencies, influencing positive outcomes and championing innovative solutions. Your ability to build strong relationships

and demonstrate highly developed stakeholder engagement skills will be essential, particularly when working with clinical systems and Patient Administration Systems.

The role involves close collaboration with key project team members, including the Application Change Lead, Technical Lead, Technical Resources, and Test Coordinator, as well as Subject Matter Experts (SMEs).

You will spearhead end-to-end business analysis activities that impact system configuration, workflows, and operational outcomes. This includes comprehensive research, analysis, and documentation of business and system requirements. You'll be responsible for specifying effective business processes and recommending strategic improvements that enhance the overall project implementation. Your work will directly contribute to the successful delivery of the state-wide EoHR system and unified DRN.

Role Accountabilities:

Role Specific

- Conduct thorough analysis of existing business processes using industry-standard modelling techniques (BPMN, UML)
- Document detailed as-is and to-be process maps using appropriate tools (Visio, Lucidchart)
- Facilitate requirements elicitation sessions using structured techniques (interviews, workshops, surveys)
- Develop comprehensive business requirements specifications and functional requirement documents

- Create clear process flows, use cases, and user stories that capture system functionality
- Perform impact analysis for proposed changes and system enhancements
- Design data collection templates and reporting requirements
- Identify process bottlenecks and recommend optimization solutions
- Map data flows and integration points between systems
- Document business rules and validation requirements
- Create user interface wireframes and mockups
- Develop test scenarios and acceptance criteria
- Maintain requirements traceability throughout the project lifecycle
- Analyse system change requests and assess business impacts
- Produce high-quality business analysis artifacts using standard templates and methodologies

Generic
- Participate in myDevelopment ensuring goals are signed off and reviewed.
- Demonstrate and promote a proactive commitment to health & safety, well-being, and the environment by actively participating in the ongoing dentification and prevention of risks.
- Model behaviours that demonstrate the Victorian Public Health Sector and DHSV values in all aspects of work.
- Maintain a commitment to child safety, equity and inclusion, and cultural safety.
- Adhere to the DHSV Child Safety Framework and Code of Conduct and all other child safe policies and procedures.

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Role requirements:

Knowledge	Experience
Mandatory: • Bachelor's degree in Business Analysis, Information Systems, or related field • Advanced certification in Business Analysis (CBAP, CCBA, or equivalent) • Proficiency in business process modelling tools (Visio, Lucidchart, or similar) • Expert knowledge in requirements management tools and methodologies • Strong understanding of SQL and data analysis concepts · Experience with Agile and traditional project methodologies • Advanced skills in Microsoft Office suite, particularly Excel for data analysis • Knowledge of BABOK (Business Analysis Body of Knowledge) framework	**Mandatory:** • Minimum 5 years' experience as a Business Analyst in complex IT projects • Proven experience in requirements gathering and documentation • Track record of creating detailed functional specifications and user stories • Experience in conducting business process analysis and optimization • Demonstrated success in stakeholder management and workshop facilitation • Experience in creating use cases, user stories, and acceptance criteria • History of successful system implementation projects

- Demonstrated expertise in process mapping and workflow documentation

Desirable:

- Healthcare IT systems knowledge (EMR, PMS, HIS) · Understanding of HL7 standards and healthcare integration protocols
- Knowledge of UML and BPMN modelling standards
- Familiarity with Jira, Confluence, or similar project tools
- Understanding of data privacy regulations in healthcare

Behavioural Competencies:

- Ability to build credibility with clinical staff and healthcare professionals.
- Exceptional stakeholder management skills in complex healthcare environments.

- Proven ability to create clear process flows and technical documentation

Desirable:

- Healthcare industry experience, particularly in clinical settings
- Experience with electronic health record implementations
- Background in process improvement methodologies (Six Sigma, Lean)
- Experience in data migration and system integration projects
- Track record of implementing workflow automation solutions
- Experience with business intelligence and reporting tools
- Background in change management and user adoption strategies

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- Demonstrated ability to translate between technical and clinical requirements.
- Strong understanding of healthcare change management challenges.
- Resilience and adaptability in dynamic healthcare settings.
- Commitment to improving patient care through technology.
- Clinical process improvement mindset.

Personal Attributes:

- Results-driven with demonstrated passion for outcomes
- High energy and proactive approach
- Creative problem-solving abilities
- Exceptional organizational skills
- Meticulous attention to detail
- Self-motivated with strong initiative
- Innovative lateral thinking
- Adaptability in dynamic environments