

About Us

Thank you for your interest in applying for the above position with FocusOne Health. FocusOne Health is a purpose led, Not for Profit, organisation with strong organisational values and culture. To find out more about our organisation, please visit www.focusonehealth.com.au/about

Why Work at FocusOne Health?

FocusOne Health offers a supportive environment, you will work with a team of health professionals and organisational specialists to support your development.

- **Generous Salary Packaging:** Benefit from attractive salary packaging arrangements, meal/entertainment, and holiday accommodation card.
- **Competitive Remuneration:** Receive competitive pay.
- **Employee Assistance Program:** Support available for staff and families through our EAP.
- **Referral Program:** Participate in our Employee Referral Program for eligible referrals.
- **Professional Development:** Opportunities for professional growth and clinical supervision, including support to obtain accreditation for your profession (where eligible).
- **Parental Leave:** Paid parental leave available for eligible employees.
- **Flexitime Hours:** Flexibility to support work life balance.
- **Annual Leave:** Full-time employees are entitled to 5 weeks of annual leave per year. Part-time employees receive pro-rata entitlements.
- **Personal Leave:** Full-time employees are entitled to 12 days of personal leave per year, including up to 2 Wellbeing Days. Part-time employees receive pro-rata entitlements

We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

How to Apply

Applicants are required to address the Selection Criteria of the Job Description below in their cover letter in order to be considered.

Your application, including a cover letter addressing the selection criteria, your current resume, and contact details for three referees, must be emailed to info@focusonehealth.com.au

Additionally, all applicants must complete and return the *Pre-Employment Declaration* no later than at the time of the interview.

Further information can be obtained by contacting James Cheesman, Executive Manager Clinical Governance & Development at FocusOne Health on (08) 8582 3823.

Position Information

Position Title	Business Analyst
Eligibility	Open to Internal and External Applicants
Working Location	Berri, South Australia or Mount Gambier, South Australia
Classification	Services Level 5
Job Status	Part time / Full time, up to 1.0 FTE
Pay (per annum)	\$92,837 - \$103,995 (Pro-Rata + Superannuation + Leave Loading + Salary Packaging)
Applications Closing Date	5pm, Monday 05 May 2025

About the Role

We are seeking an experienced and professional Business Analyst to join the FocusOne Health Business Transformation Team. The Business Analyst has an important role in identifying issues and opportunities to enhance systems and processes, to help FocusOne Health deliver on its strategic goals.

The Business Analyst will use in-depth investigation to understand the needs of the business and develop technical and non-technical solutions in order to optimise business processes. Acting as the intermediary between various stakeholders such as end users and decision makers, the Business Analyst will ensure that solutions deliver for FocusOne's goals within its technical capabilities. Excellent problem solving and communication skills are essential for this role, and experience in health care environments will be highly regarded.

FocusOne Health offers a supportive environment, working with a team of dedicated professionals and organisational specialists, to support your development. Access to significant Professional Development opportunities are available.

We are committed to achieving a diverse workforce and strongly encourage applications from Aboriginal and Torres Strait Islander people.

The successful applicant will be remunerated in accordance with FocusOne Health's Enterprise Bargaining Agreement (EBA) dependent on skills, experience, and qualifications. We offer flexible terms and conditions and attractive salary packaging arrangements. For more information about salary packaging, please visit [Discover salary packaging - Community Business Bureau \(cbb.com.au\)](#).

Comprehensive onboarding and induction to the role will be provided to the successful applicant.

We reserve the right to appoint to the role prior to the application closure date.

Further information can be obtained by contacting James Cheesman, Executive Manager Clinical Governance & Development at FocusOne Health on (08) 8582 3823.

Pre-Employment Screening

If you are selected for an interview, copies of the documentation outlined below will be requested at the job interview.

Pre-Employment Declaration

☒ Pre-Employment Declaration Form

Criminal History Assessment

In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the successful application will be required to attain appropriate criminal and relevant history screening assessment / criminal history check. The following checks will be required for this role:

☒ National Police Clearance

☒ Working with Children Check (DHS)

☐ Aged Care Clearance (DHS)

If these documents are not available by the interview date, this can be discussed on the day.

Certificates & Licences

☒ Qualification

☐ Professional Registration/s

☒ DHS Safe Environments for Children and Young People: Through Their Eyes (SE:TTE) training - Full Day Course

☒ Current Drivers Licence (valid in Australia)

☒ Motor Vehicle Registration

☒ Certificate of Currency for Comprehensive Motor Vehicle Insurance

If these documents are not available by the interview date, this can be discussed on the day.

Immunisation Records

FocusOne Health strongly encourages its employees to be fully vaccinated to protect their health and that of our clients and their family and friends.

Job Description



Position Details	
Position Title: Business Analyst	Date Job Description approved: 14 April 2025
Fulltime Equivalent (FTE): Refer to 'Employment Agreement'	Status of employment: Refer to 'Employment Agreement' Location: Refer to 'Employment Agreement'
Position Context	
Organisation Overview	<p>FocusOne Health is a locally run not for profit organisation providing a range of programs and services that aim to raise awareness and improve the health outcome of the community. Working in partnership with a broad range of organisations and service providers to deliver integrated and coordinated health services to the community (including General Practice, medical specialists, allied health services and state government health services). An integrated approach is taken to support individuals in prioritising their health and wellbeing.</p>
Job Purpose Statement	<p>The Business Analyst is responsible for reviewing and analysing processes, leading the implementation of change management projects, and communicating essential technical information back to the business. Projects may include processes from ICT, service delivery, organisational support, or management, with a primary focus on service delivery process and workflow improvements.</p> <p>The Business Analyst uses their skills, qualifications, and experience to understand FocusOne Health's mission, vision, and values, its strategic position, the current state, and the desired future state of the business. Identifying, prioritising, and managing the necessary change projects to implement improvements in quality and efficiency, the Business Analyst creates detailed plans and documents, undertakes high-quality analysis, makes well-founded recommendations to decision-makers, and implements change projects to deliver on the proposed improvements.</p> <p>Tools used may include:</p> <ul style="list-style-type: none"> · Requirements collection · Process mapping and enhancement · Stakeholder communication and management · Gap analysis · Risk analysis · Training and support · Solution Implementation and Testing · Continuous Improvement · Change Management Facilitation <p>All FocusOne Health staff demonstrate an understanding of and commitment to the principles of multiculturalism, equal opportunity and the legislative requirements of the WH&S Act.</p>
Reporting Relationships	<p>Line Management: Reports through the Executive Manager Clinical Governance & Development.</p> <p>Is accountable to the Board of the FocusOne Health (through the organisational management structure).</p>

Working Relationships	<p>Participates in and actively contributes in regular team meetings and 1:1 meetings with Manager.</p> <p>Is a member of the multi-disciplinary FocusOne Health Team and liaise with FocusOne Health membership and other relevant stakeholders on behalf of FocusOne Health.</p>
Line Management Responsibility	Nil
General Expectations	<p>Employees are required to read, understand and comply with all policies, procedures and any reasonable direction, whilst demonstrating professional workplace behaviours in accordance with the Code of Conduct.</p> <p>Maintains confidentiality and operates within the Information Sharing Guidelines.</p> <p>Participation in Performance Development Reviews every 12 months.</p> <p>FocusOne Health is a smoke and vape free workplace.</p>
Immunisation Requirements	<p>This role is identified in accordance with the FocusOne Health Immunisation Policy as:</p> <p>Category C - Minimal client contact. Occupational groups who have no greater exposure to infectious diseases than the general public. The exact nature of job responsibilities should be taken into account when deciding immunisation requirements and all staff should be encouraged to be vaccinated according to the Australian Immunisation Handbook.</p> <p>FocusOne Health strongly encourages that employees for this position provide confirmation of their immunity status including up-to-date COVID-19 vaccination, with a COVID-19 vaccine approved by the Therapeutic Goods Administration (TGA), prior to commencement of employment.</p>
Special Conditions	<p>Some out of hours work may be required.</p> <p>Travel throughout FocusOne Health's catchment, with occasional intra-state trips (to Adelaide) and inter-state travel will be required.</p> <p>A current Driver's Licence (valid in Australia) is essential, and use of comprehensively insured personal motor vehicle will be required, for which there will be mileage remuneration in line with Enterprise Agreement and FocusOne Health policy.</p> <p>In accordance with the South Australian Child Safety (Prohibited Persons) Act 2016 and the Children and Young People (Safety) Act 2017, the attainment of both a <i>National Police Clearance</i> and a <i>Working with Children Check</i> is required prior to commencing employment.</p>

Job Description



Key Responsibilities		
Accountability	Key Activities and Outcomes What is to be achieved, responsibilities and duties	Key Performance Indicator This is the measurement criteria for how each accountability/responsibility is achieved
		Outcomes & Outputs
Service Delivery		
Program Implementation	<p>Contributes to the planning, evaluation, delivery and reporting of the programs staff member works within:</p> <ul style="list-style-type: none"> Participate in stringent data collection to facilitate accurate reporting to funding bodies, board of management and advisory groups on program performance, outcomes, activities and quality measures. Supports FocusOne Health in working towards a collaborative approach with relevant agencies to ensure effective communication regarding client care and progress is shared with appropriate stakeholders in line with the Information Sharing Guidelines. Identifies common service needs for the client base, creates linkages and solutions with health services/ service options. Supports robust evaluation of FocusOne Health services to inform future community needs/service options. <p>Enhances service delivery efficiency and quality by analysing processes, leading change projects, and aligning end-user and management needs:</p> <ul style="list-style-type: none"> Designing processes and enhancing workflows for improved efficiency. Participating in stringent data collection and analytics to facilitate data-led decision-making and identifying opportunities for improvement. Developing and working to detailed project and change management plans, delivering improvements within the change management framework, and providing and support 	<ul style="list-style-type: none"> Maintains accurate records of client attendance, appropriate documentation and necessary forms, relating to service delivery. Ensuring that service delivery complies with the appropriate policies and procedures set out in the policy and procedures manual and as per legislative requirements. Demonstrates effective communication including in line with Information Sharing Guidelines. Maintains an up to date knowledge of FocusOne Health services, other associated services and relevant legislative changes affecting mental health service delivery. Collates and reports service delivery data as required in a timely manner. Specific program outcomes demonstrated in reporting including client surveys and case studies provided to required output levels. Partners with FocusOne Health stakeholders to develop and analyse process and business requirements, with a strong focus on service delivery process and workflow improvements. Provides subject matter expertise in system design and workflow optimisation. Ensures high-quality analysis and well-founded recommendations are provided to decision-makers. Develops and works to detailed project and change management plans, ensuring improvements are implemented within the FocusOne Health Change Management framework. Bridges the gap between service delivery end users and management needs,

	<p>to staff.</p> <ul style="list-style-type: none"> Fostering a culture of continuous improvement, ensuring high-quality analysis and well-founded recommendations are provided to decision-makers. 	<p>ensuring alignment and effective communication.</p> <ul style="list-style-type: none"> Authors and updates internal and external documentation such as reports, procedures, and work instructions. Maintains up-to-date knowledge of FocusOne Health's programs and service delivery. Proactively develops opportunities for improvement based on FocusOne Health's priorities, best practice, and relevant industry requirements. Collates, analyses, and reports on data in a timely manner. Provides support to staff to ensure effective use of new systems and processes. Identifies and manages risks associated with change projects. Fosters a culture of continuous improvement within the organisation.
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General Requirements for All Roles at FocusOne Health		
Administrative Duties	<p>Actively undertake administrative duties pertinent to the role and those that support the organisation.</p> <p>Monitor emails, phone calls and other communications as required.</p> <p>Ability to work under pressure and prioritise workload.</p>	<p>Timely Task Completion: Completes administrative tasks promptly and prioritises them effectively, demonstrating strong time management skills.</p> <p>Team and Customer Support: Assists other teams and staff with administrative functions to ensure high-quality customer service and teamwork. This includes supporting key service functions such as reception, office arrangements, and maintaining a positive organisational culture.</p>
Teamwork	<p>Actively contribute to the success of FocusOne Health and its culture through effective communication, and by contributing to and facilitating teamwork in all facets</p> <p>Supports the principles of equal opportunity, fairness, honesty and respect and fosters a positive organisational culture.</p> <p>Demonstrated ability to work independently as well as part of a multi-disciplinary team.</p> <p>Contribute to a team culture where individual members are valued and recognised for their diverse skill sets.</p>	<p>Positive Contribution: Contribute positively and professionally to teams, programs and the organisation.</p> <p>Professional Conduct: Displays openness in professional behaviour and adheres to Code of Conduct.</p> <p>Active Team Planning: Actively participate in team planning and ensure initiatives are communicated to team members.</p> <p>Organisational Values and Conduct: Display organisational values, model appropriate conduct, and operate within organisational boundaries and systems.</p> <p>1:1 Meeting Preparation: Prepare for and participate in regular 1:1 meetings with your line manager, using the time to report achievements, issues, and concerns.</p> <p>Meeting Participation: Participate in 90-100% of 1:1 meetings and team meetings.</p>

<p>Continuous Quality Improvement</p>	<p>Assists with the implementation of continuous quality improvement and assurance activities within the FocusOne Health's quality assurance framework and supports the promotion of FocusOne Health Services.</p> <p>Contributing to quality in FocusOne Health's services and programs by demonstrating initiative, and communication with team members, stakeholders and clients, utilising FocusOne Health's information management guidelines to record and document.</p> <p>Participates in planning activities, program and/or advisory groups and FocusOne Health-wide quality assurance activities.</p> <p>Represents FocusOne Health positively at local, regional, and state meetings and conferences as required.</p> <p>Provides assistance in the maintenance of data collection systems relevant to the evaluation of programs.</p> <p>Participates in ongoing professional development including annual performance reviews, and the development of and review of Key Performance Indicators.</p> <p>Deliver quality outcomes for the community and stakeholders, including participating in internal audits, incident reporting and utilising service improvement request.</p>	<p>Commitment and Effort: Demonstrates dedication to program, team, and organisational objectives, showing significant drive to achieve goals.</p> <p>Continuous Improvement: Identifies, develops, and implements new initiatives and quality improvement activities to enhance performance.</p> <p>Professional Engagement: Engages positively and professionally with management, staff, clients, and stakeholders.</p> <p>Learning and Sharing: Participates in mandatory and professional learning, sharing knowledge and industry updates with colleagues.</p> <p>Accreditation and Certification: Actively participates in accreditation and certification activities.</p> <p>CQI Reporting: Utilise the Service Improvement Request process as necessary and ensures timely incident reporting.</p> <p>Internal & External Audits: Participate actively and positively in audit processes.</p>
<p>Work Health and Safety</p>	<p>All activities are implemented with consideration to safe work practices; meeting obligations under WHS legislation.</p> <p>Participates in WHS systems and drills, maintains WHS knowledge and WHS training; including awareness of organisational WHS Risk Plan, policies and procedures.</p> <p>Contributes to the Identification and assessment of WHS risk (including identification of hazards); prioritising safety for staff and all others accessing FocusOne Health facilities/equipment/services</p>	<p>Work Health & Safety Implementation: Monitors work health and safety issues and implements safety controls.</p> <p>Participation in Drills & Inspections: Participate in WHS drills and inspections as requested.</p> <p>Hazard and Incident Reporting: Complete hazard and incident reports.</p> <p>Timely WHS Reporting: Ensure 100% of incidents and hazards are reported within the required timeframe.</p>

Selection Criteria	
Essential Minimum Capabilities	
Skills and Abilities	<ul style="list-style-type: none"> • Excellent analytical skills and problem-solving skills • Excellent written and spoken communication abilities to present complex ideas in understandable ways • Excellent ability to develop and maintain strong working relationships • Ability to conduct requirements gathering and process mapping • Proficiency with MS Office suite
Experiences & Knowledge	<ul style="list-style-type: none"> • Practical relevant work experience in business analysis, project management, or a related field is crucial. This includes experience in requirements gathering, process mapping, and stakeholder management • Experience in service delivery process improvement • Experience in stakeholder management • Proficiency with visualisation tools • Experience with Quality Management Systems • Strong understanding of Not-For-Profit (NFP) and Non-Government Organisation (NGO) business models and requirements Understanding of health care environments and clinical data • Knowledge of change management frameworks • Familiarity with ISO:9001
Qualifications & Registrations	<ul style="list-style-type: none"> • AQF Level 7 (Bachelor's) or higher qualification in business, finance, economics, information technology, or a related field
Desirable Characteristics	
Experiences and Knowledge	<ul style="list-style-type: none"> • Statistical analysis • Understanding of databases and data structures • Strong familiarity with the International Institute of Business Analysis BABOK Guide • Understanding of primary healthcare and/or primary mental health care environments and/or experience with healthcare-specific software systems • Significant understanding of business/quality improvement methodologies such as Lean, Six Sigma, or similar
Personal Abilities	<ul style="list-style-type: none"> • Attention to detail • Excellent presentation skills to engage stakeholders in person • Ability to prioritise and task switch as required • Strong interpersonal skills to facilitate effective communication and collaboration with diverse stakeholders
Qualifications	<ul style="list-style-type: none"> • Tertiary qualification in business analytics or similar • Evidence of subject matter relevant short courses • Certification in Project Management • Membership of the Australian chapter of the International Institute of Business Analysis (IIBA) highly regarded

Organisational Requirements			
Acknowledgement and Approval			
Key results and accountabilities for this position should not be considered definitive. Accountabilities and outcomes may be added, deleted or modified, in consultation with staff as necessary. Job and Person Specifications will be reviewed in line with Performance Review & Development Appraisals unless required earlier.			
Acknowledged by Employee		Date:	Signature:

Approved by CEO	Scerina Rasheed	Date:	Signature:
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