



Position Description

Position title	Senior Analyst, Conformance and Assurance
Classification	APS6
Location	Brisbane/Sydney/Canberra
UPI number	APS60266

About the Australian Digital Health Agency

The need for a connected healthcare system is greater than ever – one that’s accessible, progressive and secure. Better use of data and technology is helping people live healthier lives, with greater control and better access to important health information.

Tasked with improving health outcomes for Australians through the delivery of digital healthcare systems and the National Digital Health Strategy for Australia, the [Australian Digital Health Agency](#) (the Agency) commenced operations on 1 July 2016.

The Agency is responsible for national digital health services and systems, with a focus on engagement, innovation, clinical quality, and safety. Our focus is on getting data and technology to work for patients, consumers and the healthcare professionals who look after them.

Our vision

A healthier future for Australians through connected healthcare.

Our mission

To create a collaborative environment to accelerate adoption and use of innovative digital services and technologies.

Our values



Working together
collaboratively



Respect and
trust



Transparent



Accountable



Innovative

Our Flexible Work Environment

The success of the Australian Digital Health Agency depends on the ability and opportunity of each individual team member to deliver projects and work outcomes.

The Agency is committed to creating conditions for high performance which includes taking a holistic view of the needs of individuals, while also creating opportunities to build connections and collaborate in ways that support face-to-face and virtual work environments.

Our people are expected to lead and operate in hybrid teams, working from a variety of geographic locations, in a way which builds capability, cohesiveness, productivity and is consistent with Agency culture. We have a principles-based Flexible Working Arrangements Policy and Workforce Strategy to support this way of working.

Division overview

Digital strategy – responsible for national digital health design and strategy, underpinned by strong clinical governance and digital health standards.

Primary purpose of position

Senior Analysts in Conformance and Assurance are responsible for delivering the conformance service functions within the Conformance and Assurance section, Clinical and Digital Health Standards Governance branch.

Reporting to an Assistant Director, Conformance and Assurance under broad direction, Senior Analysts exercise a considerable degree of independence, working both autonomously and collaboratively to perform complex work and service delivery. They are required to engage in complex problem solving and issues management, applying sound decision making and judgement.

Senior Analysts may be engaged on multiple, concurrent project and business-as-usual work programs across each of the Conformance and Assurance service lines:

1. Service design
 - Risk analysis
 - Requirements analysis and documentation
 - Business process development and documentation
 - Conformance artefact development and maintenance (Conformance Assessment Schemes, Conformance Profiles (software requirements), Conformance Test Specifications)
2. Service delivery
 - Vendor support
 - Test evidence verification
 - Observed conformance assessment
 - Test outcome reporting
3. Monitoring, reporting and continuous improvement
 - Data analysis
 - Incident review and response
 - Reporting
 - Process improvement

Work program assignments will be determined based on individual capability, experience, capacity, and operational needs.

They are required to undertake highly specialised, technical work contributing critical elements to projects and business-as-usual service delivery that impact on strategic and operational outcomes for the agency.

Senior Analysts in Conformance and Assurance are responsible for establishing and actively managing key internal and external stakeholder relationships, including representing the Conformance and Assurance section in various internal and external stakeholder engagements, as directed by senior staff.

Senior Analysts may also have people management responsibilities, dependent on program/project assignment. In cases where a Senior Analyst has no direct reports, they are expected to actively support junior staff and contribute to ongoing capability development in the work area.

Relevant duties

• **Leadership and Accountability**

- Provide expertise and technical knowledge in specialist area across a range of programs or activities for the agency.
- Contribute to the establishment, operationalisation and delivery of conformance and assurance services to meet agency work plan objectives
- Contribute to the continuous improvement of conformance and assurance services, with a focus on efficiency, innovation, and automation, to deliver contemporary, best-practice conformance products and services aligned with the strategic direction of the agency
- Ensure knowledge of and compliance with legislative, financial and administrative frameworks, government decision-making processes and agency guidelines and regulations.
- Contribute to the development of team objectives for short term tasks and strategic planning for longer-term initiatives.
- Contribute to managing change and uncertainty in the workplace.
- Propose and facilitate innovation initiatives and contribute to business improvement strategies and to change in workplace practices.
- Evaluate the effectiveness of risk management and risk assessment activities within sphere of responsibility.

• **Management Diversity and Span**

- Ensure quality outputs for a team including the development of specialist, professional and/or technical expertise. Conduct regular quality assurance of work area processes and manage identified risks.
- Assist in strategic planning, program and project management and/or policy development for the work area.
- Implement work plans for the work area including setting tasks and priorities, managing work flow and allocating resources.

• **Job Context and Environment**

- Have an in-depth knowledge of the role and functions of the agency and an understanding of how these relate to a work area.
- Maintain awareness of the longer-term strategic, political or operational outcomes for the agency/program and possible impacts on the work area.
- Monitor changes in the broader work environment that may impact on work objectives.

• **Independence and decision-making**

- Work with independence, subject to limited direction against established priorities, practices, and methodologies to deliver quality outcomes.
 - Produce work requiring little or no revision before finalisation.
 - Make decisions, with direction from more senior staff, on tasks/assignments with considerable complexity and sensitivity.
 - Make decisions using good judgement, expertise and knowledge, under limited guidance. Ensure decisions are governed by the application of regulations, best practice principles or the agency's operating instructions and procedures.
 - Perform research and analysis to make decisions that involve complex or escalated issues, longer-term planning and liaison with other sections on policy, project or operational issues.
- **Stakeholder Management**
 - Manage relationships with stakeholders to achieve work area and agency goals.
 - Anticipate and respond to stakeholder needs and expectations.
 - Develop and support complex relationships with internal and external stakeholders.
 - Maintain internal and external networks.
 - Represent the agency by promoting its interests at community and cross-agency levels.
 - Support stakeholders through change.

Essential requirements

Ability to obtain and maintain a Baseline security clearance with the ability to obtain and maintain a higher clearance if required by the Agency

Ability to obtain and maintain national police check.

Australian Citizenship is a condition of eligibility.

Restriction duty

Not applicable

Capabilities

These capabilities are in line with the Australian Public Service Commission integrated leadership system which can be found on the [Australian Public Service Commission website](#).

Qualifications

Demonstrated contemporary experience in one or more of the following disciplines is highly desirable: business analysis, systems analysis, data analysis, software engineering, solution design/architecture, test management, test analysis, and software testing.

Demonstrated experience in digital health project delivery and working knowledge of digital health standards and specifications, including HL7 CDA, V2, and FHIR, is desirable.

Tertiary qualifications or demonstrated equivalent work experience in information technology, computer science or other related fields are desirable.

Working in the APS

Australian Public Service (APS) Values guide us through our working lives, setting expectations for shared behaviour that keep our workplace harmonious and productive. The values are also a promise to the

people of Australia that we can be trusted to act with integrity, in their service and in accordance with the Public Service Code of Conduct.