

Position Description

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| Position title | Data Analyst |
| Department / Division | Decision Support Unit / Digital and Allied Health |
| Classification | Grade 6 Year 1 – Grade 6 Year 5 (AO61 – AO65) |
| Position reports to | Manager Decision Support |
| No. of direct & indirect reports | n/a |
| Location | The Royal Children's Hospital, Flemington Road, Parkville |
| Risk category | Category C - works in a non-clinical setting, non-patient facing setting and only attends clinical areas infrequently |

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| The Royal Children's Hospital |
| <p>The Royal Children's Hospital's (RCH) vision is <i>a world where all kids thrive</i>.</p> <p>RCH is located within the Melbourne Biomedical Precinct, with more than 45 world-class biomedical organisations and more than 50,000 of the brightest minds working together to make the Precinct number one in the Asia Pacific region for health, education, research, and training. Within this, RCH is also a cornerstone member of the Melbourne Children's Campus, partnering with Murdoch Children's Research Institute, The University of Melbourne Department of Paediatrics and The Royal Children's Hospital Foundation. Each organisation contributes to a paediatric academic health centre which is greater than the sum of its parts.</p> <p>RCH has cared for the children and young people of Victoria for more than 150 years since it was founded in 1870. A full range of paediatric and adolescent health services are provided plus tertiary and quaternary care for the most critically ill and medically complex patients in Victoria, Tasmania, southern NSW and other states around Australia and overseas. The RCH is the only provider of heart transplant services and CAR T-cell therapy for paediatrics in Australia. RCH is an effective advocate for patients and their families with a particular focus on vulnerable children and increasingly, mental health in young people. The hospital also supports many health promotion and prevention programs. The Hospital has more than 6,000 staff, a budget of \$850M, 12 wards and 350 beds. Annually, the RCH has 300,000+ Specialist Clinic appointments, 90,000+ Emergency Department presentations and 20,000 elective surgeries.</p> <p>We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The RCH is committed to the Child Safe Standards https://www.rch.org.au/quality/child-safety/.</p> <p>RCH enjoys high employee engagement and is committed to staff safety and a positive culture through enactment of our Compact.</p> <p>Further information on RCH is available at www.rch.org.au</p> |

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| ROLE CONTEXT |
| The Data Analyst role sits within the Decision Support Unit (DSU) which provides mission critical data and business intelligence to support the Division of Digital Health and Allied Health as well as the whole hospital. |

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| ROLE PURPOSE |
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The Data Analyst will be responsible for report and extract development along with maintenance and analysis tasks primarily using the Electronic Medical Record (EMR) and Decision Support's Compass data warehouse. Reports will mostly be developed using Power BI or similar tools. The role will work with key RCH stakeholders to understand and support the hospital's reporting and data requirements.

KEY ACCOUNTABILITIES

Data Integration & Analysis

- Support achievement of the RCH business intelligence objectives by maintaining the availability of data and information from clinical and non-clinical areas. This will entail working with ETL processes to ensure data flow into RCH's business intelligence data warehouse.
- Monitor reporting performance and conduct report and system maintenance tasks to ensure information is available, current and well maintained.
- Actively monitor the performance of RCH's suite of business intelligence reports. Where necessary, resolve and troubleshoot incidents affecting their performance and accessibility to users. Follow up service requests related to reports.
- Maintain working knowledge of interfaced applications. This includes the Electronic Medical Record (EMR), patient admission system and several financial and clinical systems which feed into our central data warehouse.

Report Development & Support

- Perform analysis of reporting requirements, enhancement requests and other technical issues associated with the EMR and the DSU data warehouse.
- Work with stakeholders to analyse data. Collect specifications for the development of new reports that meet the requirements of stakeholders and other users of information from the DSU data Warehouse.
- Run ad hoc reports for all areas of the hospital. These include reports on finance, patient activity and other operational areas.

Stakeholder Management & Engagement

- Establish and maintain close communication with key stakeholders and data providers to ensure that data is available for constructing relevant reports in a timely manner.
- Maintain strong working relations with the RCH EMR Team and RCH ICT Services to support a coordinated service model for the EMR and DSU's business intelligence data warehouse.
- Mentor and educate reporting team members to ensure the maximum utility and efficiency of data used for reporting.

General requirements

- Present technical concepts in simple and understandable terms. Use visualisations and other reporting tools to summarise data so it is understandable to both technical and non-technical audiences.
- Maintain and support documentation associated with the above tasks.

QUALIFICATIONS AND EXPERIENCE

Essential:

- A tertiary degree in Computer Science or related field (or equivalent experience).
- Demonstrated experience with the use of Microsoft SQL Server and its related tools.

- Advanced skills in the development of reports using Microsoft Power BI reports or similar tools.

Desirable:

- Advanced skills using Office 365, in particular, Excel.
- Experience reporting healthcare data and casemix information.

KEY SELECTION CRITERIA

- Demonstrated hands on experience with data integration
- Demonstrated expert knowledge and competence in report writing using BI tools.
- Demonstrated skills and experience working with end users to define reporting requirements.
- Strong interpersonal skills with particular emphasis on gaining consensus, facilitation and consultation.
- Excellent oral and written communication skills.
- Excellent critical thinking and analytical skills.
- Meticulous attention to detail.

OTHER REQUIREMENTS

- Employees are required to undertake a National Criminal Record Check and a Working with Children Check prior to commencing employment
- Employees are required to maintain a valid Working with Children Check throughout their employment
- Employees are required to maintain compliance with RCHs "Staff Immunisation - Prevention of Vaccine Preventable Diseases" procedure.

IMPORTANT INFORMATION

All employees are required to adhere to the Royal Children's Hospital Values:

- Curious - We are creative, playful and collaborative
- Courageous - We pursue our goals with determination, ambition and confidence
- Inclusive - We embrace diversity, communicate well, build connections and celebrate our successes together
- Kind - We are generous, warm and understanding

RCH COMPACT

All new and existing employees commit to the RCH Compact to contribute to a strong and respectful culture.

- We do better work caring for children and families when we also care for each other
- I bring a positive attitude to work – I share, I laugh, I enjoy other's company
- I take responsibility for my behaviour and its impact on others
- I am curious and seek out ways to constantly learn and improve
- I celebrate the good stuff, the small stuff, the big stuff – it all matters
- I speak up when things aren't right
- I value the many different roles it takes to deliver great patient care
- I actively listen because I want to understand others and make better decisions
- I am inclusive and value diversity
- When it comes to teamwork, I don't hold back – I'm all in

QUALITY, SAFETY AND IMPROVEMENT

RCH employees have a responsibility and accountability to contribute to the organisation's commitment to Quality, Safety and Improvement by:

- Acting in accordance and complying with all relevant Safety and Quality policies and procedures
- Identifying risks, reporting and being actively involved in risk mitigation strategies
- Participating in and actively contributing to quality improvement programs
- Complying with the requirements of the National Safety & Quality Health Service Standards
- Complying with all relevant clinical and/or competency standards
- Complying with the principles of Patient and Family Centred Care that relate to this position

The RCH is committed to a diverse and inclusive workforce. We encourage applications from Aboriginal and Torres Strait Islander people, people from culturally and/or linguistically diverse backgrounds, all members of the LGBTQI community and people with disability.

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| Position description last updated | March 2026 |
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