

1. General Information

Position Title:	Business Analyst
Division/Department:	Epworth Continuing Care and Support Services
Position Reports to:	Finance Manager
Enterprise/Individual Agreement:	Individual Agreement
Location:	50 Burwood Road, Hawthorn VIC 3122
Employment Status:	Full Time
Number of Direct Reports:	Nil
Key Relationships - internal and external	Finance Manager, Site Executive Team, Senior Managers, Department Managers, Site Finance Team & Corporate Finance

2. Overview of Epworth HealthCare

Epworth HealthCare is Victoria's largest not-for-profit private health care group, renowned for excellence in diagnosis, treatment, care and rehabilitation. Guided by our purpose to deliver world-class, personalised care, we provide exceptional care across hospitals, clinics, community services and home-based settings.

Our vision, **Exceptional care. For life**, reflects our commitment to supporting people to live well and stay well through every stage of life, combining outstanding clinical care with leading research, education and innovation.

Everything we do is guided by our values of **Compassion, Accountability, Respect and Excellence**, which shape how we care for patients, work together and serve our communities. More information can be found on the [Epworth website](#).

3. Epworth HealthCare Strategy

All roles at Epworth contribute to the successful delivery of the Epworth 2030 strategy, which sets our direction for the future through three strategic priorities:

- Excellence in care, every time.

Uncompromising standards delivering safe, consistent, high-quality care. No exceptions.

- Growth with purpose.

Intentional growth in the services, specialties and settings our communities need most, at a scale that sustains investment, innovation and quality. Growth that gives back: as a not-for-profit, every dollar we earn is reinvested in care.

- A place where great people do great work.

Where our staff and doctors are backed to set the standard for exceptional healthcare.

4. Purpose of the Position

Partnering with a multitude of departments at Epworth Continuing Care and Support Services, both clinical and non-clinical, the Business Analyst will deliver and uphold the highest service levels of business support, financial stewardship and identification/execution of cost and operational efficiencies to ensure continued success and growth of the hospital. To be successful in this role, excellent communication, initiative and collaboration skills are of utmost importance, ensuring robust financial management, accurate budgeting, forecasting and delivery of high-quality financial reports.

The Business Analyst is a member of the Epworth Continuing Care and Support Services Finance Team and as such, is expected to work closely with all key stakeholders and be fully aware of all aspects of the Hospital's Policies and Procedures and is required to actively participate in the Hospital's initiatives and projects.

This role works closely with the local Finance Team, other Epworth Hospital Finance Teams and Corporate Finance.

5. Clinical Governance Framework

This role is required to put into practice the Clinical Governance Framework at Epworth as every employee is accountable for ensuring that our patients and community receive safe, high quality and person-centred care in every interaction with Epworth. This is achieved through active participation in the five domains of clinical governance at Epworth:

Clinical Governance Domain	Role
<i>Leadership and culture</i>	Promote and participate in a supportive, fair and transparent culture where lessons from previous outcomes are learned and patient safety and quality is a priority at all levels of the organisation.
<i>Consumer Partnerships</i>	Understand and where relevant, ensure that each patient is actively involved in their own care and treatment including families/carers wherever possible.
<i>Effective Workforce</i>	Develop and maintain one's own competency, skills and knowledge to ensure high quality service provision and care.
<i>Clinical Safety and Effectiveness</i>	Understand, and where relevant, ensure that the right care is provided to the right person at the right time, in the right place and patient outcomes are monitored and improved.
<i>Risk Management</i>	Be responsible for identifying and reporting risks, hazards and near misses for people in our care and participating in risk mitigation strategies.

6. Key Accountabilities

KEY RESPONSIBILITIES	KPI MEASURES TO BE ACHIEVED
Provision of finance business partnering expertise • Work with allocated departments as well as support other areas as required, providing financial and strategic support to managers of clinical and non-clinical portfolios • Provide accurate and timely operational and financial insights to assist in decision-making • Identify profit improvement opportunities and assist key stakeholders with evaluation & implementation • Ensure the development and implementation of continuous quality improvement across scope of responsibilities • Develop and deliver financial education and provide continued support and enhancement of financial acumen for Department managers and staff as necessary • Provide support to the Finance Manager as required	Actively partner with Department managers resulting in enhanced department profitability: Engage - work closely with Nurse Unit Managers and Department Managers, providing business and financial education to maintain quality financial hygiene Support - achieve outcomes through provision of accurate financial analysis reporting and strategic guidance Impact - assist in making good business & financial decisions by analysing and making recommendations for improvement initiatives and implementation Grow - identify, evaluate, develop and implement growth and quality initiatives with a focus on best practice in conjunction with Senior leaders, by: • Identifying cost reduction opportunities • Establishment and maintenance of key benchmarking data • o Delivering measurable improvements to work processes
Adherence to quality Information Management & Productivity Improvement processes • Developing systems and processes to improve efficiency and provide intelligence for management and key business partners • Ensure the development and implementation of continuous productivity and quality improvement across scope of responsibilities	Ensure the effective and efficient management of information and financial systems Development and management of relevant information to provide timely reporting and data extraction Recommend and manage changes to systems to achieve greater efficiency and reporting, including but not limited to TechOne, Power BI, My Roster, Data Warehouse systems and other reporting tools

Business Development Evaluation & Submission - Assist in the development of clear and concise business cases on capital projects to enable assessment of merit - Management of the capital expenditure process for departments in conjunction with Managers	Analysing, evaluating and reporting on the viability of various business proposals, carrying out Cost-benefit analysis Support Managers in developing Business cases and assist in engaging all Functional endorsers internally and externally to the department Approved projects will track in accordance with projections in the business cases, with timely preparation of reports and monitoring mechanisms
Budget & Operational Planning Preparation - Participate in the development of Annual Budgets and Operational Planning, at the direction of the Finance Manager - Assist in developing relevant analysis and modelling to support the budget and business plans	Analysing and summarising key drivers and performance outcomes of competitors to conduct market and competitor analysis Budget completed by the mandated completion date
Financial Analysis & Reporting - Complete monthly analysis and reports on financial results - Deliver other financial analysis and reporting as well as meetings with operational managers on a daily, weekly and monthly basis - Analyse and advise on Revenue generation including analysis of Casemix, related activity data, revenue quality and any opportunities arising from reviews	Review financial reports for departments to ensure accuracy & provide analysis of variances Recommend improvements and implement remedial action for variances Development of internal reports on key financial indicators Development and implementation of appropriate KPIs to assist with decision making Lead weekly/monthly financial meetings with Department managers
Customer Service - Epworth is committed to the provision of excellent customer service to all our people, customers and stakeholders including patients and external suppliers. - Superior patient service leads to improved healing in a trusting, caring environment and creates a safe environment for patients and employees. - Ensure the provision of excellent customer service by the Finance function at Epworth Continuing Care and Support Services across all operations	Role model and actively promote a culture of high-quality patient care and experience by ensuring that solutions, practices and procedures are carried out with empathy and compassion Communicate with clear and unambiguous language in all interactions, tailored to the audience Responds quickly and proactively escalate concerns when necessary Uses data to identify opportunities for improvement in internal processes and systems that directly impact patient care and customer service

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• Liaise with stakeholders and implement a procedure to ensure that customer issues raised are reported and addressed • Ensure that issues highlighted in customer service satisfaction surveys are addressed • Develop relationships with third party and measure their performance regularly	Patient and customer service satisfaction surveys within agreed targets Issues are escalated to the manager and resolved in a timely manner Minimal customer complaints Take action to improve performance based on feedback Measure performance of 3rd party providers in meeting client needs
Safety and Wellbeing To ensure a safe workplace is provided for all employees and other personnel including contractors, agency staff, volunteers and students. • All employees and other personnel under the authority of the manager are fully informed of the hazards associated with their work activities, adequately trained and instructed in safe work procedures and appropriately supervised • Integrate and review OHS performance in staff PDPs • Ensure all direct reports are held accountable for safety performance and actions	Participate actively and positively in health and safety to reduce all hazards and incidents within the workplace Adhere to infection control/personal hygiene precautions Implement and adhere to Epworth OHS policies, protocols and safe work procedures Ensure all hazards, incidents and injuries are reported in Riskman within 24 hours Ensure all hazards, incidents and injuries are investigated and corrective actions implemented within agreed timeframes Mandatory training completed at agreed frequency

7. Position Requirements/Key Selection Criteria

COMPONENT	
Qualifications	Essential • Bachelor Degree or Higher in Accounting/Business/Commerce Desirable • Member (or working towards) of the Institute of Chartered Accountants of Australia (ICAA) and/or Certified Practising Accountants of Australia (CPA) or international equivalent

Previous Experience	Essential • Demonstrated experience working in an analytical role • Demonstrated history of identifying and delivering operational improvements or rectifications using own analysis Desirable • Experience working in the Health Industry (Highly Desirable) • Previous role(s) with a strong element of supporting internal business customers
Required Knowledge & Skills	Essential • Financial modelling and data mining skills, including advanced skills in Microsoft Excel and MS Office • Solid knowledge of budget preparation and management • Development, analysis and presentation of business cases to improve Divisional profitability and support CAPEX submissions • Analysis of budget variances and strategies to implement remedial action • Benchmarking skills and knowledge of best practice
Personal Attributes & Values All employees are expected to consistently work in accordance with Epworth's values and behaviours • Compassion • Accountability • Respect • Excellence	Essential • Analytical, with demonstrated problem-solving and decision-making skills • Goal-oriented, with strong personal drive and commitment to rigorous reporting structures • Strong verbal and written communication skills • Attention to detail and accuracy • Understanding change management principles & practice • Pro-active and creative • Ability to work autonomously and independently, managing own priorities and deadlines • Ability to build and maintain rapport and effective relationships with key stakeholders • Displays initiative, motivation and self confidence • Personal accountability for identified tasks and responsibilities • Reliable and displays professional integrity • Ability to maintain professional relationships with key stakeholders • Commitment to Epworth Healthcare's vision and values

Position Description



Document Control

Date Developed:	Date Last Reviewed:	Developed and Reviewed By (Position Title):
January 2025	September 2026	Finance Manager, Epworth Continuing Care and Support Services

8. Employee Position Declaration

I have read and understand the requirements and expectations of the above Position Description. I agree that I have the physical ability to fulfil the inherent physical requirements of the position and accept my role in fulfilling the Key Accountabilities. I understand that the information and statements in this position description are intended to reflect a general overview of the responsibilities and are not to be interpreted as being all-inclusive.

Employee Signature: _____

Print Name: _____ Date: _____