

Job Description

Job Title	Senior Analyst interRAI
Date:	November 2016
Responsible to:	Manager Reporting & Analytics
Location:	Wellington
Job Status:	Permanent
Direct Reports:	Nil
Delegated Financial Authority (if Applicable)	Nil

Background

Central Region Technical Advisory Services (Central TAS) successfully partners with the health sector to provide a range of both national and regional services and expertise. This includes strategic advice, planning and support, as well as the coordination and management of collaborative programmes and projects that support District Health Boards (DHBs) to achieve their health care targets, and improve the services they provide.

Providing value to our customers and stakeholders – professionals in the New Zealand health sector – is at the centre of why we exist and why we do what we do. Our work is primarily driven by our passion to see patients' health outcomes, and their experience of the public health system optimised.

We currently comprise five core service lines of business (Planning and Collaboration Services, Workforce Services, Audit and Assurance Services, Health Informatics and interRAI Services) as well as managing key programmes of work on behalf of DHB's, including the Health of Older People and Community Pharmacy Programmes. The service lines and programmes are underpinned by the Business Support Services team – who provide internal capability and support to our external facing service delivery teams.

TAS is committed to building a values based high achievement culture and practices across all our business relationships and activities.

Business Group

interRAI Services is a relatively new business group within TAS, responsible for the provision of national services for interRAI, a Comprehensive Clinical Assessment (CCA) tool designed to understand the needs of an older person in order to plan their care.

In the community it is used to understand older people's need for long term publically funded home based support or access entry into Aged Residential Care (ARC). In ARC, it is used as the primary assessment to inform the resident's care plan. The interRAI tool became mandatory in all aged residential facilities in New Zealand from July 2015. There is also significant further potential to roll out further functionality and modules of interRAI depending on relevant business cases and sector appetite.

The vision for interRAI is to continuously improve health outcomes for New Zealanders as they age, and the effectiveness and efficiency of our health system by guiding and leading the use of interRAI instruments and the dissemination and use of interRAI information.

Job Purpose

The Senior Analyst leads the development and completion of interRAI analysis and reporting that support the outcomes and vision of the National interRAI Data Analysis and Reporting team. The Senior Analyst is responsible for ensuring quality and consistency of analysis, reporting and advice that will inform and influence policy development, quality improvements and planning that ultimately improve health outcomes of older people.

The Senior Analyst is responsible for extracting and analysing complex data by applying appropriate analytical tools to produce meaningful reports. Writing reports which explain the complex analysis and research in a simple, plain English language to a large variety of audiences is a core requirement for this role.

Key Accountabilities

The requirements set out below are the key requirements, but do not in any way limit the ambit of activity the role is responsible for.

Accountability Area	Description
Provide advice through the production of high quality, reliable and timely analysis and research	<ul style="list-style-type: none">• Identify research and analysis needs by engaging with customers and stakeholders appropriately.• Lead research projects through the analysis of longitudinal interRAI data (and any other relevant health datasets) to contribute to and to influence health of older people policy development.• Analyse relevant interRAI data (and any other relevant health datasets), develop and write meaningful 'fit-for-purpose' reports that meet agreed standards.• Identify and use appropriate methodologies and statistical packages to summarise and interpret statistical results, and design and implement process improvements.• Provide analytical advice and support to team members as required.• Ensure all data and information, in particular sensitive and confidential information is treated with care and is used only for proper purposes and is kept secure at all times.

Accountability Area	Description
Project management	<ul style="list-style-type: none"> • Apply sound project management practices so that the team operates effectively and efficiently, and delivers agreed outputs to support achievement of TAS outcomes. • Well organised, plans systematically, regularly monitors and reports on progress towards achievement of plans • Efficiently alerts the manager when risks are identified • Leads research projects with confidence.
Relationship management	<ul style="list-style-type: none"> • Establish and maintain productive relationships to ensure you understand the stakeholder environment and requirements, enabling quality and appropriate analytical advice and support. • Assist stakeholders / decision makers (both technical and non-technical) in their understanding and use of information and promote the appropriate and effective use of both quantitative and qualitative data to inform business decisions, in an objective and constructive manner. • Effectively inform work group and stakeholder meetings to present all analytical outputs including, modelling scenarios. • Continually seek opportunities to improve customer collaboration, satisfaction and client relationships. • Participate as an active team member and contribute knowledge and expertise needed to achieve team and organisation wide outcomes. • Build and maintain effective communication channels and collaborative relationships with stakeholders in the health sector (e.g. DHBs, aged residential care sector agencies, Ministry of Health). • Represent TAS at relevant conferences and seminars, as required.
Coaching and mentoring	<ul style="list-style-type: none"> • Provide intellectual leadership in coaching across the interRAI team and wider organisation. • Peer review the work of others to ensure quality, validity, accuracy and consistency; provide constructive, timely and specific feedback.
General	<ul style="list-style-type: none"> • Undertake other reasonable duties as required relating to the functions and responsibilities of the Team and TAS • Participate in the development and continuing improvement of TAS's business performance and reputation, and provide positive contribution to the functioning of your team and wider organisation. • Take responsibility for meeting TAS's obligations in workplace health and safety by making sure your own actions keep self and others safe.

Key Relationships

All employees have a responsibility for managing relationships in some or all of the key sectors we interface with. In this role, key relationships are expected to be developed, as follows:

Internal

Who	For what purpose
Members of the interRAI Services, Health of Older People and Business Intelligence teams	<ul style="list-style-type: none">• Work in partnership to develop and deliver solutions.• Provide knowledge from the business/sector regarding issues and challenges.• Provide knowledge to other team members to enhance their understanding of the clinical relevance of the data sets they are working with.• Provide support for other team members, particularly working collaboratively with other analysts.
TAS managers and employees	<ul style="list-style-type: none">• Work collaboratively to provide integrated, joined-up advice and support to customers and stakeholders.• Work collaboratively with senior leaders to keep abreast of TAS business initiatives across the organisation to understand and support future workforce requirements.

External

Who	For what purpose
Stakeholder community – DHBs; MOH, PHOs and other health agencies, aged residential care sector	<ul style="list-style-type: none">• Work collaboratively to establish productive and positive relationships.• Manage relationships in a manner that represents TAS values and commitment to excellence.• Consult and/or inform on requirements, approach and Service activities and deliver the outcomes required.• Promote the value of and uses for database and models, including business development opportunities.
interRAI National Software Service	<ul style="list-style-type: none">• Work collaboratively to establish an escalation and triage level of support to the service that ensures any issues are understood and correctly dealt with,

Person Specifications

Essential education/qualifications

- A relevant tertiary qualification(s) in a quantitative discipline such as Statistics or Economics.

Essential skills, experience and qualities

- Strong research and analytical skills.
- Experience in report writing and ability to tell a story with quantitative data.
- Experience in leading quantitative projects, preferably in the health sector.

- Excellent interpersonal skills with the ability to foster good stakeholder relationships through consultation and partnership.
- Experience in working with longitudinal data and linking datasets.
- Demonstrated ability to maintain and preserve the highest level of confidentiality of private and sensitive information.
- Demonstrated ability to clearly present information material and represent the organisation in external forums and stakeholder meetings.
- Proactive approach to identifying and resolving issues and is comfortable working in an environment of analytical uncertainty and ambiguity.
- Sound judgement, discretion and proven ability to work under pressure.
- High level of technical knowledge, in particular advanced skills in MS Excel including use of statistical software such as SAS, R or SQL. Experience in using SQL in the interrogation of databases, querying data cubes, designing data queries and reports will be a definite advantage.

Core Organisational Competencies

TAS has established core competencies for all roles across the organisation and all employees are expected to model these behaviours and values which enable us to work at our best.

Competency Descriptor	Expected Behaviours
Customer Focus: <ul style="list-style-type: none"> Provides excellent service to meet internal and external customer/client needs. Understands the needs of the customer/client and looks for ways to provide added value. 	<ul style="list-style-type: none"> Recognises the importance of valuing customers and provides excellent service to meet internal and external customer/stakeholder needs. Listens and proactively seeks to understand the expectations and needs of the customers/stakeholder. Looks for ways to provide added value. Proactively seeks customer/client feedback.
Communication: <ul style="list-style-type: none"> Demonstrates an understanding of the views of others and communicates in a genuine and practical manner using appropriate language. Actively listens to views and concerns of others. Adapts communication approach to fit situation. Conveys and receives information effectively and builds positive working relationships. 	<ul style="list-style-type: none"> Actively listens and observes non verbal queues to inform communication approach. Self aware and approachable.
Collaboration: <ul style="list-style-type: none"> Willingness and ability to work in a cooperative and helpful manner with others (as opposed to independently). Focuses on team goals as well as your own and to actively assist team members to achieve common goals. Shares collective responsibility for all aspects of the teams objectives. 	<ul style="list-style-type: none"> Works effectively as part of a diverse team. Treats others with respect and dignity Supports others in the team and has consideration for their needs and skills. Identifies and promotes opportunities for collaboration and works with others regardless of functional boundaries.
Continuous Improvement: <ul style="list-style-type: none"> Sets and meets challenging goals, creating own measures 	<ul style="list-style-type: none"> Makes suggestions for improvements to current ways of working. Shows a willingness to learn. Looks to improve efficiency and quality of service of own role/area.

Competency Descriptor	Expected Behaviours
<p>and consistently seek ways of improving performance. Aware of own shortcomings and opportunities for improvement and takes charge of personal development.</p>	<ul style="list-style-type: none"> Keeps own skills up-to-date and develops a depth or breadth of knowledge in a particular area through learning.
<p>Innovation:</p> <ul style="list-style-type: none"> Identifies novel approaches for completing work more effectively or efficiently, and works within the "established" system to push for "a smarter, better way." 	<ul style="list-style-type: none"> Works to develop new approaches when problem-solving; seeks ideas or suggestions from others as appropriate. Suggests new ways to improve the quality of products or services. Identifies new ideas, solutions, or directions in dealing with daily situations.
<p>Action Orientation:</p> <ul style="list-style-type: none"> Performs work with energy and drive; values planning, but is able to take quick, decisive action when an opportunity presents itself. 	<ul style="list-style-type: none"> Targets and achieves results, overcomes obstacles, accepts responsibility. Establishes standards and responsibilities, supports a results-oriented environment, and follows through on actions.
<p>Planning and Organising:</p> <ul style="list-style-type: none"> Organises own time effectively, creates own work plan/s and timelines. Prioritises and prepares in advance to ensure realistic timeframes. Visualises the sequence of actions needed to achieve a specific goal, how to estimate the resources required and identify potential risks and mitigations. 	<ul style="list-style-type: none"> Provides work on time and to required standard. Plans a wide range of simple tasks or a small number of complex ones. Workload delivered within deadlines and to agreed standards.
<p>Agility and Flexibility:</p> <ul style="list-style-type: none"> Adapts and works effectively in different situations and able to carry out a range of tasks, remaining calm and level headed under pressure. Remains positive and puts challenges in perspective. 	<ul style="list-style-type: none"> Reliable and flexible in response to work priorities, issues and pressures. Receptive and contributes to new ideas and approaches and adapts accordingly. Handles conflicting priorities and deals with the unexpected.

Changes to Job Description

From time to time it may be necessary to consider changes in the job description in response to the changing needs of the organisation and nature of our work environment– including changes to our annual plan. Such change may be initiated as necessary by the manager of this position and any changes will be discussed with the position holder before being made. This job description may be reviewed as part of the preparation for performance planning for the annual performance review cycle.

Agreed:	
_____	_____
Manager	Date
_____	_____
Employee	Date