

Position Description

Position Title	Business Specialist
Position Number	30008716
Division	Digital Services
Department	EPR
Enterprise Agreement	Health And Allied Services, Managers and Administrative Workers (Victorian Pub Sector)(Single Interest)Enterprise Agreement 2025-2027
Classification Description	Administrative G5 L1 – L5
Classification Code	HS5 – HS33
Reports to	Manager - EPR
Management Level	Non Management
Staff Capability Statement	Please click here for a link to staff capabilities statement
Mandatory Requirements	- National Police Record Check - Immunisation Requirements

Bendigo Health

Bendigo Health is a leading regional health service, learn more about us by visiting our website: [Bendigo Health Website - About Bendigo Health](#)

As an organisation we are committed to delivering safe, inclusive and high-quality care to our diverse communities across the Loddon Mallee Region. We value and respect the unique backgrounds, cultures and experiences of the people we serve and those who work with us.

We are a proud child safe organisation, dedicated to the safety, wellbeing and voice of all children and young people. We are committed to creating a culturally safe and welcoming environment where Aboriginal and Torres Strait Islander peoples—adults, children and families—are respected, supported and empowered to express and celebrate their culture.

Our Vision

To be a trusted regional healthcare service recognised for delivering exceptional care, being a great place to work, and being deeply connected to our community.

Our Values

PASSIONATE – We are passionate about doing our best – for our patients, our colleagues and our community.

ACCOUNTABLE – We take ownership of our actions and outcomes, always striving for integrity and improvement.

CARING – We care deeply for our community – and our community cares for us. Compassion is at the heart of everything we do.

TRUSTWORTHY - We are open, honest and respectful in all that we do – earning the trust placed in us every day.

The Position

The Business Specialist reports to the Manager Clinical Information Systems and works directly with the electronic Patient Record (ePR), Patient Administration System (PAS) Replacement Project teams and the business. The position will be responsible for the design or modification of business processes and workflows along with advocating for business requirements, developing work packages and specifications whilst advocating for end user requirements and optimisation.

The position represents an exciting opportunity for a business driven individual to join an established but rapidly growing department which will be involved in the replacement of our PAS, whilst contributing to Phase 2 of our electronic Patient Record journey.

Although Bendigo Health supports the concept of work / life balance, this role is expected to have a willingness and ability to occasionally work non-standard business hours and travel as required by the position.

Responsibilities and Accountabilities

Key Responsibilities

- Assist with the review, development and validation of current and future PAS workflows and requirements analysis to ensure the PAS solution supports the delivery of quality patient care.
- Develop process improvements to enhance business efficiency and effectiveness.
- Review and revise existing functional processes to achieve the optimal outcome.
- Ensure integrity and consistency in business workflow.
- Analyse root causes of business issues and develop appropriate resolutions.
- Map workflow processes, detailing current and future processes, to assist implementation of a PAS and model of care.
- Carry out work for other ePR work packages, as required.
- Assist in the review of clinical content of the ePR vendor.
- Develop a detailed understanding of the PAS Vendor's product suite and associated benefits.
- Assist with recommendations on appropriate changes to Bendigo Health's PAS and workflow.
- Work with stakeholders and subject matter experts in the development and maintenance of content for new work processes.
- Providing progress reports as required.
- Undertake a full range of support activities including user and application administration.
- Ensure all Incidents and Requests tickets are continually updated, and regular updates are provided to end-users.
- Provide on-call support as part of a rostered team.
- Identify opportunities for system modifications and/or configuration changes to improve efficiencies, increase effectiveness and safety and support other quality attributes.
- Undertake systems testing which includes coordination and active participation in regression testing of changes to both the application itself (e.g. upgrades and patches) and its environment (e.g. upstream or downstream systems).

Employees are required to carry out lawful directions outlined above or delegated to them. The work to be performed is set out in this position description and, where relevant, any professional standards and codes of conduct and ethics issued by the relevant professional association.

Key Selection Criteria

Essential

1. Degree qualified or post-graduate qualifications in either Health Information Management, business related field or equivalent specialist knowledge and experience in health care system administration.
2. Ability to evaluate business process and requirements to identify areas for improvement, and develop and implement solutions.
3. Demonstrated experience in workplace change including the ability to operate in an environment of continuous improvement.
4. Extensive knowledge of system administration of a PAS and/or an electronic medical record system (such as DXC iPM, and or InterSystems TrakCare).
5. In depth knowledge of patient administration processes including Department of Health (DH) statutory data reporting.
6. Exceptional communication skills, both verbal and written, with internal and external stakeholders.

Desirable

7. Knowledge of HL7 standards, integration and PAS integration messaging triggers.
8. Experience in working within a public health environment preferred.

Generic Responsibilities

All Bendigo Health staff are required to:

- Adhere to the **Victorian Government's Code of Conduct**
- Uphold **Occupational Health and Safety** responsibilities, including self-care, safeguarding others, and participating in safety initiatives and reporting.
- Comply with all **Bendigo Health policies and procedures**, including those related to clinical, managerial, and standard work practices.
- Follow **Infection Control** procedures to prevent cross-contamination and ensure the health and safety of all.
- Maintain **strict confidentiality** regarding all organisational, patient, and staff information.
- Engage in **continuous quality improvement** activities aligned with the National Safety and Quality Health Service Standards (NSQHSS).
- Recognise and respect **diversity**, fostering inclusive practices in the workplace and service delivery.
- Support research activities in alignment with the National Clinical Trials Governance Framework to ensure high-quality, safe, and ethical clinical trials and research practices across Bendigo Health
- Staff must carry out all lawful and reasonable directions and comply with relevant professional standards and ethical codes.
- Safeguard children and young people in our care, by ensuring that your interactions are positive and safe, and report any suspicions or concerns of abuse by any person internal or external to Bendigo Health.

- Maintain ability to perform the inherent requirements of this role. Inherent requirements are the essential tasks necessary to perform this role, including reasonable adjustments. Bendigo Health is committed to a safe workplace that supports all employees. The role may require specific physical and cognitive abilities, which can be discussed with the manager during recruitment or at any time. We understand that personal circumstances can change and impact your ability to meet these requirements; additional policies are available to guide you through this process. Please request the relevant procedures for more information.

All Bendigo Health sites, workplaces and vehicles are smoke free.

This position description is intended to describe the general nature and level of work that is to be performed by the person appointed to the role. It is not intended to be an exhaustive list of all responsibilities, duties and skills required. Any elements of this document may be changed at Bendigo Health's discretion and activities may be added, removed or amended at any time.