

Position Description

Title	<i>Health Information Analyst</i>	Position Reports to	Director, Information & Performance
Classification	<i>Administration Officer Grade 4 (HS4)</i>	Employment Status	Part Time Ongoing
Enterprise Agreement	<i>Health and Allied Services, Managers and Administrative Workers (Victorian Public Sector) (Single Interest Employers) Enterprise Agreement 2025-2027</i>		

As Australia's only specialist eye, ear, nose and throat hospital, The Royal Victorian Eye and Ear Hospital's (the Eye and Ear) has been providing care for the senses for over 160 years. The Eye and Ear has over 90 different outpatient clinics for the diagnosis, monitoring and treatment of vision and hearing loss and provides a 24-hour emergency eye and ear, nose, and throat service. The Eye and Ear provides care annually for 160,000 outpatients, 45,000 emergency patients and over 16,000 inpatients.

Vision Mission And Values

The Eye and Ear is a world leader providing exceptional care. Our focus is providing the very best patient care possible. We strive to apply new and effective models of care, invest in research and training and share our knowledge to improve eye and ear health. We will inspire and advance specialist eye and ENT care.

At the core of everything we do are our Guiding Principles:

- **Integrity** – We act ethically, accept personal accountability, communicate openly and honestly and treat everyone with trust and respect.
- **Inclusive and Accessible Care** – We are compassionate, thoughtful and responsive to the needs of our consumers
- **Collaboration** – We communicate openly, respect diversity of views and skills, and work effectively with partners and in multidisciplinary teams to deliver optimal outcomes
- **Excellence** – We give our personal best at all times, deliver exemplary care and experience, monitor performance, and seek continuous improvement through innovation

Please read our full Strategic Plan here:

<https://eyeandear.org.au/about/publications/strategic-plan/>

The Eye and Ear is an equal opportunity employer and is committed to providing a work environment that is free from harassment or discrimination and promotes inclusion, equity, diversity and cultural awareness in the workplace. 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.

We work collaboratively with hospitals to deliver the right care, in the right place, at the right time. The Eye and Ear is committed to the **Child Safe Standards**. The Eye and Ear is a smoke free environment.

Position Summary:

The Health Information Analyst supports the delivery of high-quality health information and clinical reporting across the organisation. The role is responsible for interpreting and implementing complex business rules as well as analysing, interpreting, and presenting health service data to support operational, clinical, and strategic decision-making.

The position contributes to the development, maintenance, and enhancement of reports across Oracle Cerner, Power BI, SQL, R and data visualisations. Working collaboratively with stakeholders across Health Information Services, Clinical Informatics, and Business Intelligence functions, the Health Information Analyst transforms complex data into meaningful insights that support performance monitoring, service improvement, regulatory reporting, and organisational planning.

The role also supports data governance, data quality initiatives, and the ongoing development of reporting frameworks to ensure accurate, timely, and actionable information is available to decision-makers.

Key Responsibilities / Performance Outcomes:

1. Work within an ethical, legal and governance framework, ensuring all responsibilities are undertaken in accordance with Eye and Ear policies and procedures, the Code of Conduct, privacy requirements, information governance standards and applicable legislation.
2. Demonstrate advanced information technology and analytical skills commensurate with the requirements of the role, including the effective use of databases, reporting tools, Business Intelligence platforms and statistical software.
3. Provide expert advice and support to clinical and non-clinical stakeholders regarding statutory reporting requirements, business rules, data quality standards, performance reporting and information management practices. Develop, document and oversee the implementation of processes that support data integrity, compliance and reporting consistency.
4. Manage and respond to data, information and reporting requests from internal and external stakeholders, including determining requirements, extracting and validating data, performing analysis, preparing reports and dashboards, and communicating findings in a clear and meaningful manner.
5. Extract, analyse, interpret and disseminate information required for monitoring hospital performance, service planning, clinical documentation, Health Information Services (HIS) delivery, research and organisational decision-making using a range of software and analytical tools, including SQL, R, Power BI, Access and Excel. Develop and maintain dashboards, reports and data visualisations that provide timely, accurate and actionable insights to stakeholders.
6. Interpret and implement complex business rules and reporting requirements to ensure Patient Information Management Systems (PiMS), Electronic Medical Record (EMR) systems, reporting structures and associated processes remain current, fit for purpose and compliant with statutory, accreditation and organisational requirements. Contribute to system configuration, testing, data validation and continuous improvement initiatives.
7. Partner with stakeholders across the organisation to identify opportunities for process improvement, performance monitoring and data-driven decision-making, leveraging Business Intelligence tools and analytics to support operational, clinical and strategic objectives.
8. Undertake other duties and projects as directed by the Director, Information &

Performance.

Quality, Patient Safety And Risk Management

Ensure utilisation of systems designed to support quality, safety & risk management. This involves:

Having an understanding of working within your role and responsibilities outlined in the [Quality and Clinical Governance Framework](#) to deliver safe high quality and person-centred experience and care.

- Participating in reporting and analysis of safety and quality data including risks or hazards.
- Participating in improvement activities.
- Participating in the reporting and analysis of quality initiatives, adverse events and risk identification.
- Participating in appropriate professional development activities and other quality and safety training.
- Participating in health service activities required for accreditation.
- Ensuring appropriate use of hospital resources.
- Demonstrate awareness of the financial requirements of the department and demonstrate an awareness of cost effective practice.
- Actively participate in the annual performance development cycle.
- Is compliant with the [Data Integrity Framework](#)

Occupational Health And Safety

The Eye and Ear endeavours to provide a working environment for its employees that is safe and without risk to health. Employees are required to:

- Perform their work with due regard for their own safety and health and for the safety and health of other people who may be affected by their acts or omissions.
- Actively promote and demonstrate the organisational values of integrity, care, excellence and teamwork.
- Participate in wellness@work initiatives.
- Report any hazards, near miss and incidents (regardless of whether an injury occurred or not) via the Victorian Health Incident Management System (VHIMS) Riskman.
- Understand and adhere to emergency procedures.
- Actively discourage and where possible call out inappropriate behaviour that may pose a safety risk to others.
- Participate actively in return to work programs if injured, and supporting injured colleagues in their return to work.

Selection Criteria: Qualifications, Experience And Competencies

	Essential	Desirable
Qualifications	Tertiary qualification in Health Information Management, Health Informatics or a related discipline	Post graduate qualification in data management, business intelligence. Statistics or a related field
Experience	Demonstrated experience in health data analysis, reporting and information management within a healthcare environment.	
	Extensive experience using SQL, MS Access and other database tools for data extraction, manipulation and analysis	
	Experience developing and maintaining reports, dashboards and data visualisations using Power BI or similar Business Intelligence platforms	
	Experience supporting statutory reporting, activity-based funding, clinical coding, performance reporting or healthcare analytics.	
	Demonstrated understanding of health information systems, including Patient Information Management Systems (PIMS) and/or Electronic Medical Records (EMR).	
Competencies	Highly developed analytical and problem solving skills	
	High-level awareness of data recording, extraction, analysis and reporting	
	Excellent written and verbal communication skills	
	Proven ability to work independently and as part of a team	

Reporting Lines

Position Reports to - Director, Information & Performance

Number of Direct reports - Nil

Key Working Relationships

Internal – HIS Clerical and HIM Staff, Senior Managers, Clinical Informatics, Business Intelligence, ICT

External – Other health professionals or organisations, DH, HTS, Dedalus

All staff are required to have a satisfactory National Criminal Record Check. Direct patient care/clinical employees are required to have a valid Working With Children Check.

Author of Position Description or Manager of Position:

Name: Josephine Pickett

Date: September 2026

The Eye and Ear reserves the right to modify this position description as required. The employee will be consulted when this occurs. Statements included in this position description are intended to reflect the duties and responsibilities of this position and are not to be interpreted as being all-inclusive.

Agreement

I have read, understood and agree to comply with the position description.

Name: _____

Signature: _____

Date: ____ / ____ / ____