

‘Helping our members stay healthy, get well quick, live better with illness and deliver peace of mind’

POSITION DESCRIPTION

BUSINESS IMPROVEMENT SOLUTIONS LEAD

Position Summary

The Business Improvement Solutions Lead works under the direction of the Business Improvement Coordinator to assist in the development and delivery of Business Improvement initiatives. The role requires liaison with key stakeholders and end users around business improvement to effectively define, develop and test solutions that integrate effectively with our business systems.

Key Capabilities

Essential

- Ability to work with system end users or suppliers to explore application capabilities, define problems and develop effective solutions
- Capability to document and communicate technical issues clearly and in an easily understood manner
- Systematic approach to problem solving and testing with strong attention to detail
- Proven time management skills with the ability to self-manage and prioritise workloads
- Ability to work effectively in a fast-paced team environment
- An understanding of, or the ability to quickly acquire knowledge of, the private health insurance industry and associated policies, procedures and legislative standards

Qualifications

Completion of a relevant Cert III industry qualification combined with relevant experience or an equivalent combination of relevant experience and education/training.

Preferred

- Experience in process design and testing
- Experience and/or training in programming logic and IT workflow
- Familiarity with enterprise applications and their development cycles
- 1 -2 years’ experience in the health insurance environment

Employment Conditions

Permanent Full Time Salaried Position

Reports to

Business Improvement Coordinator

Working location

This position is based in Launceston. Inter and intra-state travel required.

Professional Development At St.LukesHealth your professional development plan will focus on helping you develop and grow at every level of your career to identify and develop strengths to enable you to do your best work every day.

1. Key Responsibilities

- 1.1 Fostering a business improvement culture within functional teams and identify business improvement opportunities within these functional teams;
 - 1.2 Effective definition and documentation of problems, opportunities, issues and risks;
 - 1.3 Working with stakeholders to define functional requirements and develop solution designs;
 - 1.4 Configuration of operational solutions in a controlled test environment such as forms, wizards, dashboards, workflows and other enhancements;
 - 1.5 Development and coordination of effective testing including functional verification, user acceptance and post go-live of operational solutions;
 - 1.6 Awareness of any key projects or activities that are scheduled or in progress so that interdependencies can be identified, shared and incorporated into planning;
 - 1.7 Monitoring of initiatives that are in development where business improvement has interdependencies and status reporting back to the business improvement team;
 - 1.8 Communication and handover of operational solutions to BAU resources;
 - 1.9 Effective consultation with business process owners and key stakeholders;
 - 1.10 Understanding of IT functional business unit processes and ensuring effective compliance with defined requirements as a part of change management;
 - 1.11 Ensure that the development of testing of operational solutions does not adversely impact the integrity of health insurance systems and data.
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2 Key Result Areas

- 2.1 Provides support to the business improvement team and broader stakeholders to achieve the organisation's Business Improvement goals;

- 2.2 Assist in the development, implementation and testing of effective process design including user and group structure and access requirements, work-flows, templates, forms and dashboards.

- 2.3 Ensures all matters in relation to risk management are compliant with legislation, integrates the standards required by APRA into the work practices of St.LukesHealth and handles risk issues effectively and efficiently within areas of responsibility;

- 2.4 Adheres to WHS and Risk management practices, ensuring all matters are handled effectively and efficiently in areas of responsibility;

- 2.5 Leads by example in modelling values and preferred behaviours that aligns with the Code of Conduct;

- 2.6 Completes all responsibilities in the 'Key Responsibilities' section in a timely and efficient manner, consistently communicating and liaising with other team members to achieve the outcomes of the Strategic and Annual Plan;

- 2.7 Is self-motivated and committed to continuous learning, completing mandatory training and upskilling in areas identified by self and the manager;

- 2.8 Consistently displays the ability to train others when required and supports the implementation and change management associated with Business Improvement.

Values

STEWARDSHIP *Taking care of the future*

We encourage creativity and respond to the needs of our members to stay healthy, get well quicker, live better with illness and deliver peace of mind through the considered and innovative management of risk, capital, resources, people and products.

I do my job well and know what it takes to deliver effective, meaningful and honest outcomes for our members.

I make things better for the members and accept my part in seeking good outcomes for everyone.

People are important to me and to the organisation so I will behave in a way that encourages rather than discourages the members.

I have information that is important to members and will ensure I consider all their needs, working with others to meet those needs.

RESPECT *Respect the individual*

Our people put the team ahead of their personal success and commit to building the capacity of each other and our organisation through respect, communication, empowerment, valuing the individual strengths to serve our members

I lead by example and set a high standard that motivates and encourages high achievement in others.

I have the power to make a difference in a member's life and will ensure I treat everyone respectfully.

I consciously devote my time and energy towards guiding and helping our members.

I am thoughtful and considerate when dealing with members, demonstrating kindness and patience.

EXPERIENCE *Value the engagement*

We are dedicated to partnering with our members and our people to deliver exceptional service, actively engaging with our community to build our reputation as innovative leaders in the health insurance industry.

Good outcomes are the key focus of my service delivery.

My attitude determines my altitude and I approach everything in a positive and constructive manner.

I am a good listener and show sensitivity to the needs of members.

I will solve member enquiries and issues promptly and ask for help when I need it.

INNOVATION *Dare to disrupt*

We are committed to creating an ambitious and proactive environment that focusses on and encourages forward thinking and new ideas, partnerships, embracing change and continually enhancing the member experience.

I strongly believe I can make a difference through my own efforts and acknowledge the efforts of others.

I make decisions that can improve what we do and am always looking at ways to do things better.

I ask insightful questions to encourage others to think for themselves and solve their own problems.

I am most effective when I'm part of a team, contributing new ideas and supporting change.

INTEGRITY *Do right, be real and be brave*

We are professional and honest in our working relationships striving for fairness in our decision making and in our treatment of one another that ultimately affects the business outcomes and builds member trust.

I know what I'm good at and do this to a standard of excellence when dealing with members.

I act professionally and have a pride in my appearance, my attitude and my demeanour.

I see the best in people and motivate them to develop their skills towards better outcomes for our members.

I show members they matter by being warm, sincere and sensitive to their feelings.