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**BUSINESS/ PROCESS ANALYST**

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**SEPTEMBER 2021**

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<b>Location:</b>	Parkville based. Flexible work arrangements - work in a way that suits you best and delivers to agreed Orygen outcomes.
<b>Division:</b>	Business Transformation
<b>Salary Range:</b>	Commensurate with skills and experience plus superannuation and access to salary packaging
<b>Employment type:</b>	Full-time fixed term position available for 12 months
<b>Position reports to:</b>	Lead, Clinical Transformation

**1. POSITION SUMMARY**

The Business/Process Analyst will work with business and project stakeholders to understand the organisational and change context, analyse and synthesise capabilities, complex process information, and develop target operating model and implement business process improvement changes efficiently and effectively within tight timeframes and budgets.

This role will work across both the program's Design Authority and Delivery streams, to deliver and support the key change deliverables and activities across these streams.

**2. POSITION CONTEXT**

The outcomes of the Royal Commission into the Victorian Mental Health System enable a revolutionary new era of reform in mental health that will at last see youth mental health progress in the direction that we have pioneered together over the past 30 years.

Orygen delivers cutting-edge research, policy development, innovative clinical services, and evidence-based training and education for the mental health workforce to ensure that there is continuous improvement in the treatments and care provided to young people experiencing mental ill-health.

We are a complex organisation. Our activities and workforce are diverse and include:

- Five headspace centres in Craigieburn, Glenroy, Melton, Sunshine and Werribee that deliver primary clinical services to young people and are operated by Orygen.
- The Centre for Youth Mental Health, a University of Melbourne research and teaching department that is wholly seconded into Orygen. Centre staff are provided with Orygen email addresses and have the use of Orygen systems.
- Orygen Specialist Program (formerly referred to as Orygen Youth Health Clinical Program), a tertiary clinical service that is currently operated by North Western Mental Health, co-located with us at Parkville, Sunshine and Glenroy and also operating at sites in Footscray, and Wyndham. Whilst not under the governance of Orygen, Orygen Specialist Program works in close partnership with us.
- Orygen Digital, which develops and rolls out online clinical platforms that are fully integrated with 'in-person' clinical services.
- A training and development unit providing online and face to face training for the mental health workforce both nationally and internationally.

- A policy think tank drawing on Orygen’s research and clinical expertise and partnering and collaborating with key content experts from Australia and around the world to advise government policymakers.
- Centralised professional support functions enabling the organisation to achieve strategic and operational objectives.
- This position plays a crucial role in the project team accountable for the evaluation and design of target operating model and processes.

Orygen established the Transformation Project team to further strengthen the integration of the above systems, focusing on supporting Orygen's transformation program delivery.

The transformation goal is to deliver Orygen's target operating model to become an integrated youth mental health service and translational medical research under a single governance structure that addresses the needs of young people and families.

### 3. ABOUT ORYGEN

<b>VISION</b>	Young people to enjoy optimal mental health as they grow into adulthood.
<b>MISSION</b>	Reduce the impact of mental ill-health on young people, their families and society.
<b>VALUES</b>	Respect, accountability, teamwork, excellence & innovation.
<b>COMMITMENTS</b>	First Nations people of Australia, young people and their families, LGBTIQ+ people & culturally and linguistically diverse people.

### 4. KEY RESPONSIBILITIES AND OUTCOMES

This role is responsible and accountable for:

#### 4.1 Target Operating Model

- Establish a services, capabilities and process analysis approach, to develop Target operating model.
- Manage a program of multiple process improvement opportunities and translate current business issues into clear, measurable process improvement objectives.
- Ensure that the conduct of capability and process analysis activities are conducted within agreed cost parameters.
- Propose process improvement metrics that provide visibility of improvements and resulting business benefits.

#### 4.2 Customer (Young Patient)

- Review and re-design business capabilities, processes to meet or exceed customer expectations, based on “voice of the customer” data.
- Develop effective relationships with stakeholders, communicating process changes clearly and concisely managing stakeholder perceptions.
- Display an in-depth customer insight by recommending appropriate solutions that satisfy the complex business needs and align within the Orygen organisational context.
- Support the development of customer-centric SLAs and assigned for all improved processes/services.

#### 4.3 People

- Act as an SME to project teams on Lean Six Sigma/ Business simplification tools, providing coaching, mentoring and support for other streams and Business Unit functions.
- Work with the business to introduce Lean principles and business simplification practices.

#### 4.4 Process/Operating Model

- Lead the application of Lean Six Sigma or Business Simplification principles to revise processes, procedures and work practices.
- Adhere to established Orygen policy, procedures and project management methods.

- Provide input for the improvement of capabilities, business analysis processes and performance.
- Ensure that redesigned target operating model, processes are documented and available in a central repository.
- Optimise and adjust delivery in line with broader department priorities and constraints.

## 5. SELECTION CRITERIA

The following criteria must be met for consideration for this position:

### 5.1 Essential

- Extensive business process experience and/or Target Operating Model design and development.
- Demonstrated process and capability experience in enterprise transformation programs.
- Experience in health sector/Health Service Provider.
- Ability to deal with complex situations holistically, working autonomously on complex tasks and clearly representing consolidated findings after considered analysis.
- Ability to collaborate effectively as part of a team.
- Advanced knowledge of business analysis tasks, strong experience in elicitation techniques and competent in requirements gathering skills.
- Highly developed understanding of project management lifecycles, disciplines and procedures.
- Demonstrated ability to engage the stream leads and business to optimise and adjust delivery in line with broader department priorities and constraints.
- Proven ability in building and maintaining effective working relationships with a range of stakeholders.
- Demonstrated high-level interpersonal, verbal and written communication skills.
- Highly developed organisational, administrative and time management skills, and the ability to work under pressure in a team environment to meet deadlines.
- Exceptional analytical skills.
- Proficient computer skills with a demonstrated ability in word processing, PowerPoint and other office software, as required.

### 5.2 Desirable

- Accredited six sigma black belt certification
- Business analysis experience in Youth Health Mental Health Services.
- Understanding of youth mental health systems and the not-for-profit sector, and an ability to apply this knowledge to Orygen.

## 6. SPECIAL REQUIREMENTS

- Unrestricted right to live and work in Australia.
- A current National Police Check will be required.
- Any offer of employment is conditional upon receipt and maintenance of a satisfactory Working with Children Check.
- You may be required to work across more than one of Orygen's sites, which are currently located within the north and west of Melbourne.
- In line with Government guidelines, this position may need to be based at home during certain periods. As such a reliable internet connection will be required.

## 7. ACKNOWLEDGEMENT

Confirming this position description has been read and understood by:

Name:	
Signature:	
Date:	