

Position Description

Business Analyst/Informatics - Pathology

Classification:	Administrative Officer Grade 5
Business unit/department:	Pathology
Work location:	Austin Hospital ☒ Heidelberg Repatriation Hospital ☐ Royal Talbot Rehabilitation Centre ☐ Other ☐ (please specify)
Agreement:	Victorian Public Health Sector (Health and Allied Services, Managers and Administrative Officers) (Single Interest Employers) Enterprise Agreement 2025-2027
	Choose an item.
	Choose an item.
Employment type:	Full-Time
Hours per week:	38
Reports to:	General Manager (Operations)
Direct reports:	N/A
Financial management:	Budget: TBC
Date:	July 2025

Position purpose

The Business Analyst – Pathology provides high-level analytical, operational and project support to the Pathology leadership team, enabling informed decision-making, service optimisation and successful delivery of transformation initiatives.

The role operates across both **day-to-day operations and strategic projects**, translating clinical, operational, IT and financial requirements into actionable insights, process improvements and implementable solutions that support safe, efficient and sustainable pathology services. This position works in a complex healthcare environment and contributes to organisational change processes, service redesign and continuous improvement, consistent with consultation, workforce and operational requirements under the enterprise agreement

About the Directorate/Division/Department

Austin Health Pathology is a dynamic and growing department within Austin Health, dedicated to delivering high-quality diagnostic services across metropolitan Melbourne and regional Victoria. We proudly support Austin Health, the Mercy Hospital for Women, and a wide network of GPs and specialists.

We are currently expanding into the Hume and Loddon Mallee regions, strengthening our presence and accessibility in regional communities through a network of laboratories, collection centres and point-of-care services.

Our accredited laboratories provide a full range of diagnostic services—from routine testing to complex investigations—supported by expert advice and a strong commitment to research, education, and innovation.

As a university teaching hospital, we offer rich opportunities for learning and collaboration. Our team contributes to formal education programs for students and actively participates in research, development, and clinical trials.

Our regional laboratories deliver core pathology services tailored to meet the needs of their local communities, with the backing and support of our main 24/7 laboratory at the Heidelberg campus, which offers a full suite of diagnostic capabilities including Anatomical Pathology, Biochemistry, Blood Transfusion, Haematology, Microbiology, and Molecular Diagnostics.

This period of growth marks a significant chapter for Austin Health Pathology. We are proud to be strengthening our services and continuing to advance diagnostic care across Victoria

Position responsibilities

Operational & Performance Analysis

- Analyse pathology service performance across laboratory, collections, logistics and support functions, including activity, turnaround times, workforce utilisation and demand trends.
- Develop and maintain reports, dashboards and data models for to support leadership monitoring functions and decision-making.
- Identify service risks, inefficiencies and improvement opportunities, including clinical, financial and operational impacts.

Business & Process Improvement

- Support Mapping and reviews of end-to-end workflows (e.g. LIS workflows, lab processing, collections, referrals, logistics).
- Lead or contribute to service redesign initiatives to improve efficiency, quality and patient outcomes.
- Support standardisation of processes, documentation and reporting across sites.
- Provide insights to inform revenue optimisation opportunities, cost attribution approaches, and workforce and service planning.
- Provide recommendations aligned to organisational and pathology service objectives.

Stakeholder Engagement & Consultation

- Work closely with pathology leadership, clinical staff, operations, finance, IT and external partners.
- Facilitate workshops, requirements gathering sessions and stakeholder consultations.
- Translate IT, technical and operational information into clear, audience-appropriate outputs (including executive summaries and business cases).



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Data, Systems & Insights

- Extract, interpret and analyse data from core systems (e.g. LIS, PAS, finance systems).
- Support data integrity, reporting consistency and governance.
- Provide insights to inform revenue optimisation, activity capture and service planning.

Governance & Documentation

- Prepare high-quality documentation including:
 - Business cases
 - Option analyses
 - Change impact assessments
 - Processes
- Ensure outputs meet organisational, compliance and audit requirements.
- Support audit responses and continuous improvement activities.

Selection criteria

Essential skills and experience:

- Demonstrated experience (typically 5–10 years) as a Business Analyst or in a similar role within a complex service environment (healthcare highly desirable).
- Proven ability to analyse operational data and translate insights into clear, actionable recommendations.
- Strong experience in process mapping, workflow redesign and service improvement initiatives.
- Experience supporting projects end-to-end, including requirements elicitation, documentation and implementation support.
- Highly developed stakeholder engagement skills, with the ability to work effectively across clinical, operational and executive audiences.
- Advanced analytical capability, including expert use of Excel (e.g. pivot tables, modelling) and data/reporting tools (e.g. SQL).
- Demonstrated experience in financial modelling, cost analysis and supporting business case development.
- Experience designing and implementing KPI frameworks and performance monitoring approaches.
- Excellent written communication skills, with the ability to prepare clear, concise executive-level reports and presentations.
- Proven ability to work autonomously, prioritise competing demands and deliver outcomes in a dynamic environment.

Desirable but not essential:

- Tertiary qualification or equivalent experience health informatics, data science, medical/health science, computer science, business/commence or a related discipline.
- Experience in pathology services, laboratory operations or broader healthcare networks.
- Experience working with laboratory information systems (e.g. Auslab, TrakCare).



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- Experience supporting revenue optimisation, pricing strategies or activity-based funding models.
- Understanding of Medicare and other billing frameworks within a healthcare setting.
- Experience working in multi-site service environments or supporting large-scale service transitions.
- Exposure to accreditation and compliance environments (e.g. NATA).

Professional qualifications and registration requirements

There are no qualifications or registration requirements for this role

Quality, safety and risk – all roles

All Austin Health employees are required to:

- Maintain a safe working environment for yourself, colleagues and members of the public by following organisational safety, quality and risk policies and guidelines.
- Escalate concerns regarding safety, quality and risk to the appropriate staff member, if unable to rectify yourself.
- Promote and participate in the evaluation and continuous improvement processes.
- Comply with the principles of person-centered care.
- Comply with requirements of National Safety and Quality Health Service Standards and other relevant regulatory requirements.

Other conditions – all roles

All Austin Health employees are required to:

- Adhere to Austin Health's core values: our actions show we care, we bring our best, together we achieve, and we shape the future.
- Comply with the Austin Health's Code of Conduct policy, as well as all other policies and procedures (as amended from time to time).
- Comply with all Austin Health mandatory training and continuing professional development requirements.
- Provide proof of immunity to nominated vaccine preventable diseases in accordance with Austin Health's immunisation screening policy.
- Work across multiple sites as per work requirements and/or directed by management.

General information

Cultural safety

Austin Health is committed to cultural safety and health equity for Aboriginal and/or Torres Strait Islander People. We recognise cultural safety as the positive recognition and celebration of cultures. It is more than just the absence of racism or discrimination, and more than cultural awareness and cultural sensitivity. It empowers people and enables them to contribute and feel safe to be themselves.



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Equal Opportunity Employer

We celebrate, value, and include people of all backgrounds, genders, identities, cultures, bodies, and abilities. We welcome and support applications from talented people identifying as Aboriginal and/or Torres Strait Islander, people with disability, neurodiverse people, LGBTQIA+ and people of all ages and cultures.

Austin Health is a child safe environment

We are committed to the safety and wellbeing of children and young people. We want children to be safe, happy and empowered. Austin Health has zero tolerance for any form of child abuse and commits to protect children. We take allegations of abuse and neglect seriously and will make every effort to mitigate and respond to risk in line with hospital policy and procedures.



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