Position Description

Austin HEALTH

Business Analyst: Virtual Hospital Services

Classification:	EX05
Business unit/department:	Virtual Hospital Services Access, Critical Care, Imaging & Ambulatory Division (ACIA)
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 2021-2025
Employment type:	Fixed-Term Part-Time
Hours per week:	24 (0.6 FTE)
Reports to:	Divisional Manager Virtual Services
Direct reports:	Nil.
Financial management:	Budget Management Support.
Date:	February 2nd 2026

Austin Health acknowledges the Traditional Custodians of the land on which we operate, the Wurundjeri Woi Wurrung People of the Kulin Nation. We pay our respects to Elders past and present and extend that respect to all Aboriginal and Torres Strait Islander peoples.

Position purpose

The Business Analyst provides business support and analytics to the leadership structure to support strategic and operational functions within Virtual Services, including business systems, operational performance reporting, capital replacement, consultation processes and financial management.

Responsibilities include:
- Promote strategic objectives within the Virtual Hospital service, aligning with the Department of Health Virtual Hospital program and performance requirements for Admitted and Non-Admitted Services in Victorian Public Hospitals.
- Delivery of performance reporting both internally and externally regarding the Virtual Hospital services, meeting key deliverables of the programs
- Coordination of key accounting, reporting, forecasting, budgeting, and strategic service model planning functions, under the direction of the Divisional Manager and in collaboration with the ACIA Division Finance Business Partner and Virtual Hospital key stakeholders.

- Manage business relationships and contracts with external vendors/health services and Austin Health internal departments and stakeholders
- Develop working relationships with Clinical Divisions to enhance shared approach to service improvement and business performance to deliver expansion of virtual services
- Thorough oversight of different Virtual Services IT system configurations, IT systems scheduling coordination, and data management to provide business support and continuity

About the Directorate/Division/Department

The portfolio of Virtual Hospital Services sits within the Access, Critical Care, Imaging and Ambulatory services division (ACIA).

Austin Health has several clinical units and departments delivering virtual patient care with projected expansion throughout Austin and our local health networks. In October 2025, The Victorian State Government launched the Virtual Hospital (VH) in collaboration with Royal Melbourne Hospital (RMH) to deliver improved access to care & advice to regional and rural services to safely allow consumers to access care either closer to their home, or within their home.

The Virtual Hospital will allow strong consumer engagement and collaboration through providing care or advice which is sought from regional and rural health services, reducing the inconvenience seen in travelling to larger hospitals to receive specialist advice, and thereby reducing Ambulance transfer demand and delays accessing timely care.

The Virtual Hospital program will continue to build pathways via (a) Virtual ward bed substitution pathways (b) ambulance distribution and coordination to reduce demand (c) specialist virtual ward rounds and (d) specialist advice or care requirements.

Virtual Hospital services are evolving, with anticipated ongoing role adjustments required, for which will be continuously monitored and discussed by the Divisional Manager to support effective performance within the role.

Position responsibilities

Role Specific:

Provide effective management and coordination of business reporting and systems processes within the Virtual Hospital service, including pilot phase (to June 30, 2026) and subsequent expansion across regional and rural Victoria to improve timely access to care. Reporting to the Divisional Manager, Virtual Hospital Services, this role is responsible for:

- Delivering all reporting requirements for the Virtual Hospital program.
- Supporting expansion models for specialist units delivering virtual care programs.
- Supporting change processes to support divisional growth objectives

Operational Oversight

- Provide performance, activity, and financial data to support service improvement and strategic decision-making.
- Monitor and report on clinic operations against approved business cases.
- Monitor Virtual Hospital scheduling processes and review amendments to improve utilisation, reduce inefficiencies and support sustainable service delivery.

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- Support the Divisional Manager in leading the implementation of strategic and business improvement initiatives across the portfolio.
- Design and deliver business strategies that drive process efficiency and service growth.

Technical and Systems

- Oversee system performance, data integrity, and business analytics for Virtual Hospital operations.
- Act as subject matter expert for all Virtual Hospital systems.
- Maintain effective relationships with internal stakeholders and external system vendors.

Financial Management

- Apply a strong understanding of Department of Health funding models relevant to the Virtual Hospital.
- Support business case development and strategic business planning.
- Partner with Finance and Divisional leadership to ensure transparent financial oversight.
- Collaborate with Finance, Medical Workforce, and at-home service teams to maintain compliant business practices.
- Ensure all activities align with national health standards

People Leadership

- Lead and support the business and systems support teams.
- Provide education and operational guidance to staff and management.
- Assist the Divisional Manager in leading strategic change and reform initiatives.
- Foster effective communication and collaboration across teams.
- Work with Corporate Communications to promote Virtual Hospital programs.
- Ensure staff are informed through timely and appropriate communication channels.
- Set clear expectations and provide feedback, coaching, and performance management in line with policy.

All Employees:

- Participate in continuous quality improvement, and document relevant technical or service improvement initiatives in Riskman
- Assist in the development and maintenance of a safe working environment, actively reducing hazards, and focusing on incident prevention.
- Report on the business activities and initiatives conducted in Specialist Clinics via operational, divisional, and executive meetings and committees as required.
- Comply with Austin Health policies & procedures, as amended from time to time, which can be located on the intranet (The Hub): http://eppic/
- Report incidents or near misses that have or could have impact on safety - participate in identification and prevention of risks
- Comply with the Code of Conduct

Selection criteria

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Essential for Performance in the Position:

- Relevant tertiary level qualification
- A commitment to Austin Health values: Our actions show we care, We bring our best, Together we achieve, We shape the future;
- High quality skills in managing a customer service role in providing financial and business support within a health service
- Demonstrated experience in business analysis for clinical services
- Understanding of government reporting regulations and funding models for non-admitted activity
- High level communication and interpersonal skills, with a demonstrated ability to collaborate with and engage internal and external stakeholders in a professional manner at various levels
- Demonstrated effective leadership experience in a health setting, encompassing change and performance management of a team

Desirable but not essential for Performance in the Position

- Previous experience in a non-admitted healthcare setting, and familiarity with the Victorian Access Policy and VINAH requirements
- A sound understanding of information technology including clinical systems, applications relevant to the management of rostering and risk management reporting, or as required for the role and/or department.

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.

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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.

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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