

POSITION DESCRIPTION

Position Title:	Systems Analyst and Administrator
Department:	Shared Services – Supporting Quality & Risk and Learning & Development
Location:	Milsons Point (with occasional travel across NSW, QLD and VIC)

Employment Screening Check:	
National Criminal Record Check required:	Yes
Working with Children Check required:	Yes
Vaccination Category required:	Category B
Online Driving Record Check required:	No
NDIS Worker Screening Check required:	Yes

Position Purpose:
<p>The Systems Analyst and Administrator is a multifaceted role supporting the effective operation of digital systems and data analyst related to clinical governance, organisational learning and development, and policy management within the Royal Rehab Group. The role is required to support core clinical governance and learning & development systems as the administrator (incident and quality system, policy platforms, learning management systems), generating high-quality data analysis to drive continuous improvement, and managing the policy lifecycle to ensure compliance and clarity across the organisation.</p> <p>Reporting to the Quality, Safety and Risk Coordinator, the Systems Analyst and Administrator will be responsible for providing strategic advice and support to assist in the development and implementation of best practice Policy Documents (including Policies, Procedures, Guidelines and Forms) to support the achievement of the Royal Rehab Group objectives as well as clinical and corporate outcomes. This includes identifying opportunities for improvement and streamlining processes for effective policy implementation across the diverse services within the organisation.</p> <p>The Systems Analyst and Administrator will also play a critical role in supporting both operational excellence and strategic decision-making by maintaining system performance, ensuring data accuracy, and producing high-quality clinical governance and learning & development reports, analytics and insights. It also contributes to continuous improvement by identifying opportunities to streamline processes and enhance user experience across systems.</p> <p>This is a vital position that bridges operational support with strategic oversight, helping to create a safe, compliant, and knowledge-driven workplace.</p>

Organisation Context:
<p>The successful incumbent will work closely with the Quality, Safety and Risk and Learning and Development Teams to ensure a collaborate approach in the development, implementation, and achievement of key deliverables.</p>

Organisational Relationships:	
Reports to:	Quality, Safety and Risk Coordinator
Responsible for:	N/A

Performance Review & Development Planning:

Assessment against service, professional and organisation performance indicators, and development of professional development plan will occur 3 months after commencement, and annually thereafter

Qualifications, Skills & Experience:

Essential

1. Demonstrated skills and experience in undertaking all stages of the policy cycle (development, implementation and review).
2. Demonstrated understanding and experience in data analysis and reporting including validating and analysing data to track compliance and generate actionable insights.
3. Demonstrated understanding of governance systems with proven ability to support and engage relevant stakeholders to maintain system configuration, user access, workflows, and data integrity.
4. Excellent organisational skills and demonstrated ability to effectively manage time in order to prioritise competing demands.
5. Demonstrate high level oral and written communication, interpersonal and consultation skills with the ability to build strong working relationships with stakeholders.
6. Demonstrated ability to work under broad supervision and to effectively self-manage the day-to-day workflow of the position.
7. Demonstrated ability to provide strategic and issue specific advice at all service levels in relation to policy and incident management systems, processes and issues.

Key Internal & External Relationships:

Internal	Employees, Manager, Quality Leads and Executive.
External	<ul style="list-style-type: none"> • Regulatory agencies • Accrediting bodies • Other organisations including but not limited to Australian Commission on Safety and Quality in Health Care (ACSQHS), NDIS Quality and Safeguards Commission, Australian Community Industry Alliance (ACIS) and Ministry of Health (MoH)

Delegations/Authority:

Budget	N/A
Financial Delegations	As defined by the Delegations Authority policy.

Key Responsibility Areas:

Key Area of Accountability	Specific Tasks and Responsibilities
	<ul style="list-style-type: none"> • Adheres to Australian and State Privacy Laws regarding consent and disclosure of health-related information. • Work with relevant managers and business units to manage competing demands, and deliver tasks within specified timeframes. • Maintains a degree of independence to develop a suitable approach in managing the workload and provision of advice and recommendations as well as input to the development of relevant systems, frameworks, team planning and projects.

	<ul style="list-style-type: none"> • Collect, extract, and analyse data from multiple systems to generate reports on quality, safety, compliance, training, and performance. • Build and maintain dashboards to support organisational insights and identify trends, and opportunities for improvement based on data findings. • Provides effective coordination and stakeholder engagement to ensure Group policies are developed, reviewed, communicated and monitored in a timely manner including writing style, structure and format. • Maintain an up-to-date register of policies for which the Group is responsible, identifying any policies due for rescission, transfer, renewal or development and working with the relevant leads to facilitate their timely completion to ensure compliance with legislation, regulatory agencies and accrediting bodies. • Prepare high quality written advice in the form of reports, briefs, policy, discussion papers, or circulars to inform, respond to requests, or initiate consideration of new policy initiatives. • Maintain core clinical governance and learning & development systems as the administrator (incident and quality system, policy platforms, learning management systems), ensuring accuracy of data, maintenance, accessibility and resolution of any system failures and troubleshoots issues. • Manage user accounts, credentials, permissions, access rights, storage allocations, and active directory administration for core clinical governance systems. • Delivers technical system support to users and staff (either in-person or remotely).
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GENERAL RESPONSIBILITIES	
Work Health and Safety	
<p>Royal Rehab is committed to providing a healthy and safe workplace for all employees, clients and visitors. To facilitate this safe and healthy workplace it is your responsibility to:</p> <ul style="list-style-type: none"> • Ensure that all potential hazards, accidents and incidents are identified and notified • Ensure your own safety and that of others 	
Equity and Zero Tolerance to Bullying, Harassment and Discrimination	
<p>Royal Rehab upholds the Federal and State government's policies to bring equality in employment for all employees to assist them to achieve their full potential. Royal Rehab will ensure merit based selection and that all facets of employment are fair, by making unlawful discrimination of persons based on gender, pregnancy, race, religion, marital status, age, sexual preferences, disability or carer responsibilities.</p> <p>As an employee of Royal Rehab it is your responsibility to:</p> <ul style="list-style-type: none"> • Deal with others in a fair and equitable manner free from harassment and discrimination • Ensure that a working environment free from sexual or any other harassment is recognised as a basic right 	
Principles of Multiculturalism	
<p>Employees are expected to:</p> <ul style="list-style-type: none"> • Respect and make provision for culture, language and religion of others within an Australian legal and institutional framework where English is the common language • Organise access to health care interpreting services to facilitate communication with clients who are from non-English speaking backgrounds as required • Abide by the principles of the Multiculturalism Act 2000 • Implement the Multicultural Policies and Services Program (MPSP) within their area of responsibility 	
Code of Conduct	
<p>Royal Rehab requires a professional standard of behaviour from staff which:</p> <ul style="list-style-type: none"> • Demonstrates respect for the right of the individual and the community 	

- Promotes and maintains public confidence and trust in the work of the Centre

The purpose of the Code of Conduct is to provide a framework for decisions and actions in relation to conduct in employment. The code provides assistance to both employers and employees when they are required to decide what the acceptable standards of behaviour are. It underpins commitment to a duty of care to all staff and clients receiving our services. Employees should refer to the Code of Conduct for further information

Safety & Continuous Quality Improvement

All employees of Royal Rehab are expected to be actively involved in the review, evaluation and continuous improvement of processes and services within the employee's area of responsibility and/or interest. Royal Rehab participates in a number of relevant external accreditation and certification programs which include a continuous quality improvement approach. These programs support and facilitate the effective and efficient provision of quality care and the safety of clients of Royal Rehab.

Organisational Values

Employees are expected to demonstrate a high standard of personal and professional behaviour and uphold Royal Rehab's values being:

Honesty: We conduct ourselves with truth, openness and integrity.

I will:

- Be sincere and genuine will all interactions.
- Communicate openly and encourage others to do the same.
- Be trustworthy in all that I do.

Respect: We acknowledge and appreciate people's rights, roles, views, and feelings.

I will:

- Treat people with dignity.
- Acknowledge and value a person's perspectives, connections and diversity.
- Be thoughtful and considerate.

Working Together: We work as a team to achieve shared goals.

I will:

- Share my knowledge, skills, experience and resources.
- Foster a culture of learning.
- Build positive relationships.

Innovative Thinking: We embrace a culture of creativity to find the best solutions.

I will:

- Explore better ways to continuously improve.
- Welcome and encourage new ideas.
- Actively participate in change.

Environmental Policy and Waste Minimisation

Being a good corporate citizen Royal Rehab will seek to implement changes that will ensure that its activities are undertaken in a manner consistent with best environmental health and safety practice. Employees are expected to be accountable for efficient resource utilisation, the reduction of waste, and commitment to recycling.

Smoke Free Policy

Royal Rehab is committed to adopting a smoke free workplace that will preclude all staff and visitors from smoking within the Centre

Royal Rehab Policies and Procedures

It is a requirement that all Royal Rehab employees read, understand and adhere to Royal Rehab policies and procedures, paying particular attention to the following:

- Manual Handling
- Confidentiality of Patient Information
- Infection Control
- Security
- Fire Safety
- Emergency Procedures
- IT and Internet Utilisation

Job Demands Checklist

Frequency Definitions

O = Occasional	Activity exists up to 1/3 of the time when performing the task
F = Frequent	Activity exists between 1/3 and 2/3 of the time when performing the task
C = Constant	Activity exists more than 2/3 of the time when performing the task
R = Repetitive	Activity involves repetitive movement
NA	Not applicable to this role

Job Demands		Frequency				
		O	F	C	R	NA
Physical Demands	Description					
Kneeling/squatting	Tasks involve flexion/bending at the knees and ankle possible at the waist, in order to work at low levels	✓				
Leg/foot movement	Tasks involve use of leg and or foot to operate machinery					✓
Hand/arm movement	Tasks involve use of hands/arms i.e. stacking, reaching, typing, mopping, sweeping, sorting, inspecting		✓			
Bending/twisting	Tasks involve forward or backward bending/twisting at the waist	✓				
Standing	Tasks involve standing in an upright position without moving about					✓
Driving	Tasks involve operating any motor powered vehicle			✓		
Sitting	Tasks involve remaining in a seated position during task performance			✓		
Reaching	Tasks involve reaching overhead with arms raised above shoulder height or forward reaching with arms extended					✓
Walking/running	Tasks involve walking or running on even surfaces					✓
	Tasks involve walking on uneven surfaces					✓
	Tasks involve walking up steep slopes					✓
	Tasks involve walking down steep slopes					✓
	Tasks involve walking whilst pushing/pulling objects					✓
Climbing	Tasks involve climbing up or down stairs, ladders, scaffolding, platforms, trees					✓
Working at heights	Tasks involve making use of ladders, footstools, scaffolding etc. Anything where the person stands on an object rather than the ground					✓
Lifting/carrying	Tasks involve raising/lowering or moving objects from one level/position to another, usually holding an object within the hands					✓
	1) Light lifting/carrying 0-9kg	✓				
	2) Moderate lifting/carrying 10-15kg					✓
	3) Heavy lifting/carrying 16+kg					✓
Restraining	Tasks involve restraining clients/clients, others					✓
Pushing/pulling	Tasks involve pushing/pulling objects away from or towards the body. Also includes striking or jerking					✓

Grasping	Tasks involve gripping, holding, clasping with fingers or hands	✓				
Manual dexterity	Tasks involve fine finger movements i.e. keyboard operation, writing				✓	
Sensory Demands	Description					
Sight	Tasks involve use of eyes as an integral part of task performance i.e. looking at screen/keyboard in computer operations				✓	
Hearing	Tasks involve working in a noisy area i.e. boiler room, workshop					✓
Smell	Tasks involve the use of the smell senses as an integral part of the task performance i.e. working with chemicals					✓
Taste	Tasks involve the use of taste as an integral part of task performance					✓
Touch	Tasks involve the use of touch as an integral part of task performance					✓
Psychological Demands	Description					
	Tasks involve interacting with distressed people		✓			
	Tasks involve interacting with people who as part of their lives may be aggressive, verbally or sexually uninhibited					✓
	Tasks involve viewing/handling deceased and/or mutilated bodies					✓
Exposure to Chemicals	Description					
Dust	Tasks involve working with dust i.e. sawdust					✓
Gases	Tasks involve working in areas affected by gas, or working directly with gases					✓
Fumes	Tasks involve working with fumes i.e. which may cause problems to health if inhaled					✓
Liquids	Tasks involve working with liquids which may cause skin irritations if contact is made e.g. dermatitis					✓
Hazardous substances	Tasks involve handling of hazardous substances including storage or transportation	✓				
Biological matter	Tasks involve work with human biological matter through examination, storage, transport or disposal					✓
Allergenic substances	Tasks involve exposure to allergenic substances					✓
Anti-biotics	Tasks involve handling, transport, administration or disposal of anti-biotics					✓
Working Environment	Description					
Lighting	Tasks involve working in lighting that is considered inadequate in relation to task performance e.g. glare, not enough natural light					✓
Colour	Tasks involve differentiation of colour					✓
Sunlight	Exposure to sunlight			✓		
Temperature	Tasks involve working in temperature extremes e.g. working in a cool room, working outdoors, boiler room	✓				
Confined spaces	Tasks involve working in confined spaces	✓				
Accident Risk	Description					
Surfaces	Tasks involve working on slippery or uneven surfaces					✓
Housekeeping	Tasks involve working with obstacles within the area, bad housekeeping					✓
Heights	Tasks involve working at heights					✓
Manual handling	Tasks involve manual handling					✓
Noise	Tasks involve working in a noisy environment					✓
Radiation	Tasks involve exposure to x-rays					✓
Electricity	Tasks involve working with electrical apparatus and currents					✓
	Tasks involve use of machinery and equipment:					✓
	1) Light	✓				
	2) Heavy					✓
	3) Portable					✓

Biological hazards	Tasks involve working with blood, blood products/body fluids					✓
Other Issues	Description					
Workplace access	Tasks involve difficult access or movement from site to site					✓
Personal protective equipment	Tasks involve use of Personal Protective Equipment					✓
Safety critical issues	Tasks involve responsibility for safety of others					✓

Document Control (Hiring Manager use only)	
Effective Date: January 2024	Authorised By: Executive Manager, Quality Safety and Risk

Acknowledgement:

I accept the position description as documented above and understand that the position description will be reviewed during the performance review time. I understand that the position description may need to be amended periodically due to changes in responsibilities and organisational requirements.

Name

Signature

_____/_____/_____
Date