

ARHG position description

Title	Manager, Health Data & Analytics
Reports to	Chief Executive Officer
Employment type	Permanent full time
Effective	22 September 2020

Role overview

This position is responsible for health intelligence, analysis, and statistical modelling; a crucial element of ARHG's strategy to support Fund claims management and growth strategies.

This role will be primarily responsible for creating, managing and analysing data-marts containing accurate and necessary benefit, provider, product, clinical, industry, and customer 'where appropriate' related data. The data will support analysis of trends, business planning and growth, and will ultimately drive performance outcomes, bottom line profitability, and business improvements. In addition, the role will support other emerging projects by integrating data crucial for the assessment and implementation of new technologies, funding models and business objectives.

The role will also include development and management of measurement and reporting to both the ARHG Board and individual funds.

Key deliverables

- **Deliverable 1: Strategic**
Provide critical analytical input into ARHG hospital contracting, inclusive of broader market data that enables strategic decisions to be made, and that supports both in-year and multi-year business plans.
- **Deliverable 2: Analytical**
Lead the scenario modelling of various impacts associated with contracting objectives, including measuring outcomes of choices made. A key deliverable will be improving the insights and compliance associated with contracting across both hospital and medical services.
- **Deliverable 3: Analytical Client Support**
Lead the delivery of analytical support to various business(s) including Latrobe Health Services, St.Lukes Health, Hunter Health Insurance, and Mildura Health Fund. This analytical support will include providing current and projected outcomes to aid future planning at a fund level. A key measure will be to ensure any data provided meets compliance and privacy obligations.
- **Deliverable 4: Reporting**
Lead the delivery of analysis and reporting capability to end users across businesses through the development and implementation of appropriate tools, as well as provide a standard suite of reports for management and non-analytics users.
- **Deliverable 5: Programming**
Develop, customise and maintain analytical applications (both third party and inhouse) so that all ARHG team members can self-serve with standard reports and flexible OLAP tools. Programme in SAS Query

Languages for comprehensive database manipulation, whilst developing new algorithms to provide robust and efficient solutions for massive data sets.

- **Deliverable 6: Representational**

Represent ARHG as required on either internal working groups or business wide initiatives, including PHA committees, ensuring strategic objectives can be delivered.

Foundational values underpinning the role

ARHG's values are:

- **Collaboration:** we share the values and objectives of a group of regional, not-for-profit health funds who operate in different competitive markets, and work together to achieve the best outcomes.
- **Community:** we value the communities of our member funds, and their right to access quality private health care in regional areas.
- **Sustainability:** we deliver services that maximise the value proposition of private health insurance for members, and work towards the protection and growth of the industry.
- **Innovation:** we look towards the future and develop ways to consistently add value for our member funds.
- **Relationships:** we value and build effective relationships with colleagues, our member funds, service providers, and members of the industry.

Key challenges

- To ensure enhanced analytics drives business objectives and targets.
- To lead the delivery of quality information and commercial insights within a fast paced and demanding environment.
- Conversion and integration of large data sets across multiple funds including claims, membership, products, and provider.

Key internal relationships

- Health funds
- ARHG Consultant IT Support Service
- Third party software vendors
- Industry groups as appropriate

Mandatory competencies

- Deciding and initiating action
- Analysis
- Entrepreneurial and commercial thinking
- Delivering results and meeting customer expectations
- Planning and organising
- Persuading and influencing
- Presenting and communicating information
- Coping with pressure and setbacks

Qualifications and technical skills

- Relevant tertiary qualifications desirable or equivalent experience (6+ years in a data-orientated role)
- Post graduate business-related degree is ideal
- Extensive computer programming skills in SAS
- Computer programming skills, SAS programming experience using SAS/Base, SAS/Macro, SAS/SQL, SAS/AF, SAS/Enterprise Miner
- JavaScript and HTML programming skills
- Knowledge of mainframe, mid-range and PC systems
- Understanding of object orientated design techniques
- Highly developed analytical skills
- Highly developed pattern recognition skills
- Sound knowledge of relational database management systems, client/server and Windows development
- Extensive knowledge of the system development life cycle

Experience required

- At least 10 years-experience in private health insurance or related field
- Proven track record over many years of achieving outcomes and deadlines in a pressured environment
- Significant programming experience of which at least 2 years should be SAS programming experience
- Significant experience in recognised industry techniques such as the ones used in advanced data mining
- Ability to think laterally with experience in exercising a high degree of independence and judgement in formulating priorities or resolving complex information technology issues and accepting accountability for outcomes.