



## HHM Health Position Description

<b>POSITION:</b>	Business Analyst
<b>DEPARTMENT:</b>	Operations
<b>JOB CODE:</b>	
<b>PAY RANGE:</b>	
<b>FLSA STATUS:</b>	Exempt
<b>REPORTS TO:</b>	Chief Operations Officer

<b>PURPOSE OF THE POSITION:</b>		
The Business Analyst combines advanced skills in management, finance, research, and data analysis and manipulation toward the overarching goal of improving the operations of HHM Health.		
<b>SCOPE AND MAGNITUDE:</b>		
This role champions continuous improvement efforts and support the establishment of an effective business analysis process/recommendation for the organization		
<b>POSITION FUNCTIONS:</b>		
<ul style="list-style-type: none"> <li>▪ Gathering, organizing, and evaluating relevant information, such as financial statements, vendor contracts, and EHR system specifications.</li> <li>▪ Communicating with internal and external stakeholders and conducting interviews as necessary to understand current practices and determine possible areas for improvement.</li> <li>▪ Analyzing company revenue, profits and losses, along with current employment levels, to make recommendations about how to realize savings and make business process improvements.</li> <li>▪ Drawing up alternative plans and solutions for possible implementation, e.g., zeroing in on a new EHR provider or recommending technology to help with system interoperability.</li> <li>▪ Assisting with project management at multiple stages, including the research, testing and implementation of new systems and products; may also guide software development.</li> <li>▪ Performing technical tasks such as creating business requirements documents, user training manuals and guides, and requirements traceability matrices.</li> <li>▪ Delivering written and verbal presentations to an organization's leadership to communicate key findings and updates on business process adjustments.</li> <li>▪ Conducting in-depth data analysis, using spreadsheets or more specialized tools such as project management software and traceability solutions.</li> <li>▪ Periodically reviewing the progress of any recommended and implemented changes to see if they're still on track, and repeating the above steps as needed to ensure continuous improvement</li> <li>▪ Other duties as assigned</li> </ul>		
<b>SUPERVISION OF PERSONNEL:</b>		
<u>TITLE OF DIRECT REPORTS</u>	<u>EXEMPT</u>	<u>NONEXEMPT</u>
<b>WORKING RELATIONSHIPS:</b>		
Will interact both internally and externally with a variety of people, including but not limited to: Executives, leadership and other coworkers, HHM office administrators or assistants, clinic staff; very rarely- general public including patients and their relatives or support		
<b>KNOWLEDGE AND SKILL REQUIRED:</b>		
EDUCATION: Bachelor's Degree in Healthcare Administration, Business Administration or other related field; or equivalent combination of experience/education required.		

**EXPERIENCE (and other qualifications):** 1-3 years' of business analytics experience working with data sets to answer important clinical, operational or business questions, with 3+ years strongly preferred. Proficiency in excel, database reports and EHR/EMR software. Healthcare delivery experience preferred.

**COMMUNICATION SKILLS:** Must possess the ability to read, analyze and interpret general publications. Ability to effectively present information and respond to questions from groups of managers, coworkers, providers and leadership. Ability to respond to common inquiries or complaints from the organization, regulatory agencies or members of the community.

**MATHEMATICAL SKILLS:** Must possess ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals

**REASONING SKILLS:** Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram or schedule form

**PREFERRED REQUIREMENTS:**

- Excellent professional written and verbal communication and interpersonal skills;
- Ability to produce quality work within tight timeframes;
- Capable of observing, receiving and otherwise obtaining information from all relevant sources then analyzing information/evaluating results to choose the best solution and solve problems
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**SOFT SKILLS:**

- Organized, dependable and a team player; cooperation
- Detail Oriented- actively looking for discrepancies in data and attention to trends
- Must display good judgment, maintains confidentiality, sound decision-making, and be able to work independently, as needed;
- Flexible, adaptable and a high level of initiative;
- Able to establish and maintain interpersonal relationships;
- Work in a fast-paced environment and display strong customer service skills

**PHYSICAL REQUIREMENTS AND WORKING CONDITIONS:**

- Works indoors with a variety of office equipment that include well-lighted, well-ventilated, and adequate space.
- Required to have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; extensive reading; inspecting and observing information on a computer screen
- Remains stationary at least 85% of the time; Must be able to move around the office up to 15% of the time to make copies, fax, file, etc.; Occasionally lifts and carries items weighing up to 25 pounds. Occasional stressful situations and irregular hours.
- Must be able to communicate clearly to coworkers and patients both in-person and over the telephone.
- This position requires constant communication and exchange of information with HHM employees, clients, vendors, providers and/or contractors

**EFFECTIVE DATE: DECEMBER 2021**

## Healing Hands Position Description Acknowledgement

Title: BUSINESS ANALYST

- I have reviewed this job description and I understand all my job duties and responsibilities.
- I am able to perform the essential functions as outlined.
- I understand that my job may change on a temporary or regular basis according to the needs of my location or department without it being specifically included in the job description.
- If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the Human Resources staff.

I further understand that future performance evaluations and merit increases to my pay are based on my ability to perform the duties and responsibilities outlined in this job description to the satisfaction of my immediate supervisor.

I have discussed any questions I may have had about this job description prior to signing this form.

\_\_\_\_\_  
Employee's Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee's Name (please print)