



JOB DESCRIPTION

Title: Decision Support Specialist (DSS)

Employment Terms: One-year Project (35 hours/week, with flexibility to work in evenings and weekends)

Salary Range: \$57,069 – \$67,413 (in addition 4% vacation pay)

Expected Start Date:

Reporting To: Director, HATP

Location: Health Access Thorncliffe Park (HATP) sites. This position will be located within any of HATP service locations based on community and program requirements.

Background:

Health Access Thorncliffe Park (HATP) is committed to providing coordinated Health & Wellness services to the Thorncliffe Park community. It is an innovative partnership between Flemingdon Health Centre (FHC) and TNO-The Neighbourhood Organization (TNO) funded by the TC-LHIN. HATP is a community driven initiative aimed to enhance interdisciplinary comprehensive primary health care, improve access to health, social and community services in Thorncliffe Park.

Note: This is a HATP-FHC position.

Position Summary:

As a newly funded program designed to increase the level of comprehensive primary care available to the community, a key goal of the program is to increase coordination and information sharing across primary care providers within the community in order to facilitate comprehensive care for residents in the community. This includes: holistic intake and navigation, wrap around health and social services and system navigation for those clients with complex needs.

The information strategy to support this goal is envisioned to include three primary components:

- An integrated source of information that describes the services each client is receiving from HATP partners. Information would be pulled from existing systems used by health and social services providers within the community
- An electronic repository that describes the programs and services available within the community, along with eligibility criteria and hours of operation
- Integration of an electronic referral process into the online repository

The information management (IM) strategy will be implemented over a number of years as additional partners join HATP.

To support this initiative HATP is seeking a **Decision Support Specialist** who will support data quality, management, strategic planning, reporting, risk management and auditing requirements of the program. This includes extracting data/ preparing queries, analyzing data and preparing internal/external reporting to support decision making and quality improvement across HATP. The

incumbent will also provide training and support to a diverse group of health and social services providers within the neighborhood to meet the data and reporting needs of the program as partnership expansion and program scale up take place.

Responsibilities:

- Lead ongoing collaborative process to identify and address information needs of the program (for decision making, internal/ external reporting, quality improvement etc.):
 - Design and run queries to extract data to respond to program planning, evaluation, funder and reporting requirements
 - Modify and update queries following system changes or upgrades
 - Run standard reports, set up ad hoc queries and troubleshoot issues with report generation
 - Mine, analyze and present data to support decision making, internal/ external reporting requirements and quality improvement
- Maximize efficient functioning and utilization of data extraction and reporting through participating in training and professional development and by liaising with software vendors and IT support resources as needed
- Provide expertise, training and advice to the HATP team as well as a diverse group of health and social services organizations on data management practices, tools and considerations. Respond to questions/ concerns and troubleshoot issues related to data quality, analysis and reporting
- Train staff within the program and at participating sites on: policies/ procedures to ensure data quality/ accuracy; and reporting/ report generation
- Work with HATP partners to develop approaches and processes for ensuring data accuracy as well as detecting and correcting inaccurate records
 - Run error reports, correct errors in reports and/ or identify the most appropriate person to correct errors/ manage the correction process
 - Identify and recommend opportunities to prevent future errors
- Create and enforce policies, procedures and processes for effective and secure data management
 - Interpret/ provide guidance on system-wide standards and policies as needed
 - Design and deploy procedures to support privacy and security and implement a data/user auditing system
- Support the addition of new sites to the program by facilitating in-scope pre-deployment planning activities
- Participate in the implementation of system changes and enhancements at the program level, potentially the site level to ensure compliance with system-wide data standards
- Conduct work in a safe and healthy manner in accordance with obligations under applicable employment and safety legislation
- Conduct work in accordance with the organization's commitment to Anti-Oppression and cultural competency

Skills and Qualifications:

- Undergraduate degree/diploma in Computer Science, Health Administration, Medical Informatics or related field
- Minimum of 3 to 5 years' experience in data management, preferably in a health setting

- Knowledge of word processing, spreadsheet, database and statistical programs as well as various EMR systems – Current utilizations include Nightingale on Demand (NOD) and Practice Solutions Suite.
- Experience and working knowledge with health, settlement and social services sector databases (municipal, provincial or national level) is considered an asset.
- An understanding of clinical, statistical, and financial information and how it influences healthcare funding models and impacts patient care
- Knowledge of health information and data management within the health sector, including various systems and approaches for extracting, analyzing and presenting information for use in internal/ external reporting, decision managing and quality improvement initiatives
- Knowledge of quality improvement and program reporting/ evaluation
- Broad based knowledge and experience with sector relevant reporting, BI and analytics tools will be considered an asset.
- Planning and organization skills to prioritize work among competing demands
- Interpersonal and team work skills to manage relationships and facilitate buy-in from a diverse group of health and social services organizations with varying perspectives and needs
- Verbal and written communication skills to prepare reports and presentations, and provide training, expertise and guidance to a diverse group of partners and partner organizations with varying needs
- Research, evaluation and analytical skills to analyze and prepare reporting for internal/ external audiences to support decision making, quality improvement and reporting obligations

Other

- Extensive local travel to manage, support and provide expertise to health and social services providers as part of initial program set up, the addition of new participants and to ensure ongoing compliance/ manage and respond to issues, questions or concerns of participating organizations

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining.

Application Deadline: Feb 22, 2019

Application Process: Qualified applicants are invited to submit their application online at:

www.jobillico.com/fast-postulation/2446925

Please include a cover letter and resume in a single file with your name in the file name.

We encourage applications from individuals who can identify with the diverse communities we serve. We thank all applicants for their interest but regret that only those selected for an interview will receive acknowledgement. Please note that a criminal background check (Vulnerable sector) will be conducted for this position. In accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act, 2005, accommodation will be provided in all parts of the hiring process. Applicants need to make their needs known in advance.