



Job Posting Decision Support Specialist

Background: Flemingdon Health Centre (FHC) is an engaged and involved member of some of Toronto's most dynamic neighborhoods; Flemingdon Park, Fairview and Thorncliffe Park: FHC is a registered charity and an incorporated not-for-profit Community Health Centre (CHC), with a vision of Strong Healthy Communities. Across our three sites, we provide a range of health-related services based on the social determinants of health with extensive community engagement. We are primarily funded through the Ministry of Health and Long-Term Care/Ontario Health (formerly: Toronto Central Local Health Integration Network TC-LHIN).

At FHC, we know that health is about much more than just the absence of disease. Our approach to community health encompasses the social determinants of health which includes: education, employment, isolation, food security and social supports, and utilizes a community development model to promote health, prevent disease, and strengthen community capacity. We value health equity, inclusion, community engagement, accountability & transparency, excellence and collaboration & partnerships.

Purpose: FHC 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 FHC.

Employment terms: 6-month contract position-with the possibility of extension; (35 hours/week, evenings and weekend hours can be expected)

Salary Range: \$62,576 to \$73,918 per year (in addition to 4% vacation pay)

Reporting to: Director, Operations and Organizational Systems

Location: Flemingdon site (May occasionally rotate across other sites i.e., Fairview & Thorncliffe Park)

Expected Start Date: As soon as possible

Responsibilities:

- Promote evidence-based planning and decision making for management to make informed decisions
- Provide organization with strategic business intelligence based both on internal and external data
- Lead the ongoing collaborative process to identify and address the 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
- Create, update and support dashboards with key indicators to drive performance improvement both at an organizational level and neighbourhood level (i.e., across multiple agencies/service providers)
- 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 FHC 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
- Train and support staff in the use of FHC's Electronic Medical Records system (currently PS Suite) and related add-ons using procedures consistent with community health centre sector standards. Point of contact for EMR support/helpdesk and providing technical and troubleshooting support to users.
- Provide support of other data management and information systems functions and duties
- Work with FHC 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/guide 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
- Act as a primary contact to the Alliance for Healthier Communities and other help desks in resolving and escalating data support issues, where appropriate
- Act as Local Registration Authority for ONE ID Business Support - eHealth Ontario with all functions and duties
- Act as Privacy Support Officer with all functions and duties



- Project Planning & Lead Support for FHC, including leading migration to new EMR when required.
- 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
- Other duties and responsibilities, as assigned

Qualifications, Skills and Proficiencies:

- Undergraduate degree/diploma in Computer Science, Health Administration, Medical Informatics, or related field.
- Minimum of one year experience in data management, preferably in a health setting or equivalent.
- Knowledge of word processing, spreadsheet, database, and statistical programs as well as various EMR systems – Currently using Telus Practice Suite Solutions, OCASI Case Management System (OCMS), File Maker Database, etc.
- 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 teamwork 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.
- Vaccines (COVID-19 and others) are a requirement of the job pursuant to the Ontario Human Rights Code.

Note: This is a bargaining unit position with UFCW. Terms may be altered as a result of collective bargaining. For more details on benefits and entitlements, please refer to our collective agreement here:



<https://sp.ltc.gov.on.ca/sites/mol/drs/ca/Ambulatory%20Health%20Care%20Services/621-88231-22.pdf>

Application Deadline: Feb 26, 2023, by 5:00 pm Eastern time

Application Process: Qualified applicants are invited to submit an electronic resume and cover letter in MS Word or PDF format online at:

<https://www.jobillico.com/en/job-offer/flemingdon-health-centre/decision-support-specialist/11657355>

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

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.