Name:  
Position: Decision Support Analyst  
Reporting to: Executive Director  
Terms: Full time 1 year maternity leave (June 12 2017-June 8 2018)  
Hours of Work: 8:00-4:00 Monday to Friday, with the some Tuesday and/or Wednesday evenings.

JOB SUMMARY
The Decision Support Analyst (DSA) provides data support and data management functions. This includes the acquisition, verification, retrieval, analysis, interpretation and distribution of data. Working closely with the Executive Director, Clinical & Program Manager and Office Manager, this role provides management with key reports and delivers staff training.

RESPONSIBILITIES
General
- Work with management team to identify information needs of the team and to continually revise data output to address those needs
- Support management decision making by designing queries, analyzing and interpreting the results, and assessing data quality issues
- Maintain a thorough understanding of the CHC Model of Health and Well-being, the data model and the CHC evaluation framework including the data relationships, within the CHC and the CHC sector
- Support complete and accurate data entry by developing and implementing systems and protocols and by training staff to use established procedures
- Train staff on electronic medical records system (EMR)
- Ensure implementation of system changes and enhancements support user needs, including training, and are compliant with system-wide processes and data standards
- Act as the primary contact to the NSMCCAC, NOD, DSS, AOHC and other help desks in resolving and escalating, where appropriate, data support issues
- Participate in formal user requirements processes and ensure that implemented solutions meet identified user requirements
- Participate in Quality Improvement committee; provide data support and develop annual Quality Improvement Plan with the help of the committee
- Participate on committees and regional user groups to develop data management best practices

Reporting
- Quarterly provincial reporting to the LHIN, MOH, staff members and Board of Directors
- Monthly internal reporting to staff and management
- Enable and monitor processes for data extraction and transfer to funders, including the NSMLHIN and MOHLTC, to ensure they meet funder expectations
- Ensure high quality data is available for extraction as needed by developing and implementing systems to identify, track, correct and prevent errors
Job Description
Decision Support Analyst

Privacy Officer
- Conduct random chart audits
- Provide staff training
- Update privacy materials
- Receive and investigate privacy complaints

Contribution to team and centre activities
- Participates actively in staff meetings and on interdisciplinary teams
- Participates in the overall activities of the health centre, e.g. in service training, committees, special events and shared staff responsibilities
- Collaborates well with others, promotes cooperation and teamwork
- Maintains the reputation and confidentiality of the health centre and its clients at all times
- Works in a manner that respects and values the diversity of communities and individuals

Other duties as assigned

JOB REQUIREMENTS
All employees of CSC CHIGAMIK CHC are required to submit a Criminal Record Check with Vulnerable Screening upon hire and every 5 years thereafter, comply with the Occupational Health and Safety Act (OHSA), its regulations and all CHC occupational health and safety policies and procedures and to work some evenings and flexible hours. Due to the requirements of this position, a Valid Ontario driver’s license and use of own vehicle is required.

QUALIFICATIONS
Education / Work Experience
- Undergraduate degree in Computer Science, research analyst or Statistics Epidemiology Social Science or relevant education and experience
- Certificate or courses in relational databases
- Two or more years related experience; preferably in a health care setting
- Experience in data quality management
- Experience in computer training, including assessing training needs and developing plans to address them at a range of skill levels is an asset

Skills
- Demonstrated ability to work effectively in a multi-disciplinary environment.
- Strong communication and interpersonal skills
- Proficiency in the use of computers and various database programs. Knowledge of Cognos BI Reporting Tool and an EMR is an asset
- Ability to work independently
- Demonstrated analytical and problem solving skills.
• Demonstrated ability to prioritize work appropriately and to meet deadlines

WORKING CONDITIONS
Most of the time is spent sitting in front of a computer which can cause muscle strain and/or eye strain. Some light lifting of supplies and materials from time to time.

Exposure to hazards e.g., infection, violence, harsh weather conditions, working alone, slips trips and fall, uncontrolled substances and other. It is important that the employee be able to identify hazards, have the knowledge and training to handle any situation.

A CHC is a busy environment that can be frequently noisy and interruptive. The incumbent will need excellent organizational, time and stress management skills to complete the required tasks.

CERTIFICATION
I certify that I have read and understand the responsibilities assigned to this position.

I certify that this job description is an accurate description of the current responsibilities assigned to this position.

Employee Name

Employee Signature

Date

Supervisor/Manager Name

Supervisor/Manager Signature

Date

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all the responsibilities and activities of the position.