



Internal/External Posting

Decision Support Specialist

Full Time Permanent: 35 Hours per week

Expected Start Date: September 6, 2022

Salary Range: \$59,869 - \$71,539 per year

Number of Positions: 1

LAMP Community Health Centre is a multi-service, community based charitable organization that provides a wide range of programs and services to improve a person's health. LAMP uses a co-ordinated approach to connect people to medical services and other programs that build personal resources. By providing services that improve physical, emotional, social and economic well-being, people can better control their health and environment.

Job Summary

Reporting to the Director, Organizational Performance, the Decision Support Specialist is responsible for supporting multiple sites in meeting their reporting objectives with the use of data and quality improvement to guide decision-making at all levels of the organization.

The incumbent will actively participate in the development, implementation and monitoring of team work plans and improve the flow and use of information through the creation or adaptation of electronic medical record documentation/forms. They will also provide data analysis to support quality improvement initiatives and reporting integrity, support all organizational policies and ensure processes are adhered to. This includes ensuring the overall quality and integrity of data and the production of reports based on organizational needs.

Primary Responsibilities

- Provide subject matter expertise in data integrity, developing queries and analytical outputs that support teams, leaders and boards in their quality improvement goals and reporting requirements
- Monitor and develop metrics to measure indicator performance, including the production and updating of relevant documentation, executing relevant code, queries and validation, and preparing finished data tables for release and dissemination.
- Engage with leadership and health care providers to manage data quality and improve processes ensuring IM methods support best practice standards.
- Liaise, train and facilitate current and future-state workflows for KPIs through data visualizations, reports and process documents (technical writing) to enable established procedures.
- Develop and maintain detailed knowledge of data and tools used to produce standard and ad hoc outputs (i.e. reports), including healthcare sector specific and interpretive text.
- Improve the flow and use of information through creating or adapting electronic medical record documentation and forms.
- Active participation on various committees both internal and external contributing to the development and execution of QI initiatives such as Quality Improvement Plans, Client Experience Survey, Accreditation and other strategic reporting deliverables.
- Coordinate and advocate on behalf of LAMP on data collection, quality, reporting and sharing issues with the Alliance for Healthier Communities and at other forums/tables as appropriate.

Required Qualifications

- Undergraduate degree in a relevant discipline; such as Health Sciences, Epidemiology, Health Informatics, Statistics, or Computer Science or an acceptable equivalent of training and experience.
- Minimum of three years' experience working with relational databases / large datasets, including manipulation, analysis, maintenance, and troubleshooting.
- Proficiency with data manipulation and statistical software, including SQL queries and Excel.
- Effective ability to communicate and present complex information in a way that supports decision-making to end users with varying degrees of comfort with technology.
- Demonstrative experience conducting requirements gathering, resolving data anomalies and discrepancies, developing documentation, including presentations, and briefing notes, and conducting stakeholder engagement. Excellent interpersonal as well as verbal and written communication skills.
- Exceptional attention to detail and above average problem-solving skills required.
- Proven time management, organizational and facilitation skills, and the ability to prioritize responsibilities efficiently.
- Previous experience working with healthcare data and one or more EMR/EHR systems currently in use in Ontario is an asset, PSS and JReports use specifically, would be a strength.
- Knowledge and experience with Project Management concepts (e.g., project goals, risk, scope, participant roles, planning and quality management) would be an asset.
- Be committed to, interested in and passionate for quality in all aspects of LAMPs continued growth, success and improvement.
- Positive attitude and dependable with strong initiative and a keen interest in improvement and innovation.

Working Conditions

- Deadline-driven work related to funder reports and grants, etc. must be able to work effectively both independently and with paced, multi teams.
- Must be able to work in a fast -faceted environment and make quick decisions.
- Ability to effectively understand the appreciation of guiding fundamentals at LAMP, i.e. Health Promotion, Anti-Oppression; Harm Reduction and the principles of community-based practice. "Walk the talk."
- There is an expectation for all employees to participate in two events per year for the agency; these events may be during the evening or on a weekend.

Physical Requirements

- Frequent data entry, with extended periods of time sitting stationary in front of a monitor while keyboarding.
- Occasional standing for extended periods of time and some infrequent lifting, stooping and bending may be required.
- Ensures that staff and clients are compliant with LAMP's Health & Safety regulations and LAMP's policies and procedures, including the immediate reporting of any breaches of Health & Safety or Environmental incidents, accidents or concerns to their respective manager/supervisor and/or the Director, Human Resources and Operations.

LAMP Community Health Centre is dedicated to achieving a workforce that reflects the diversity of the community it serves and encourages applications from equity seeking groups.

Please send your resume with a cover letter to **Human Resources:**

Email Address	recruiting@lampchc.org
Subject	Job Opening for Decision Support Specialist
Internal Deadline	5:00 pm on Friday, August 12, 2022
External Deadline	5:00 pm on Friday, August 19, 2022

***We thank all applicants for their interest. However, only those selected for interviews will be contacted.
No phone calls please.***