Data Decision Support Specialist

Full-Time Permanent: 35 Hours per week
Expected Start Date: June 2025
Salary Range: $62,910 - $75,173 per year
Number of Positions: 2

Organization Background

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.

Our organization is grounded in principles of health equity, and we are committed to delivering services and programs through an anti-racism, anti-oppression lens. We strive to create a healthier community by putting people first and addressing systemic barriers to care.

Job Summary

At the heart of our work is an interdisciplinary approach that delivers holistic, community-based care – with a strong focus on individuals who experience barriers to accessing health services. Our team is deeply committed to inclusivity and works within the social determinants of health framework, emphasizing prevention, health promotion, and client education.

Reporting to the Director of Organizational Performance, the Decision Support Specialist supports all programs and teams at LAMP, contributing to strategic, quality, performance, and financial initiatives. This role leverages expertise in analytics, data management, health information, and provider support to facilitate evidence-informed decision-making, performance monitoring, and improvement.
Working collaboratively across teams, the Specialist provides in-depth analysis, insightful data interpretation, and clear presentations while ensuring technical accuracy and appropriate documentation.

Primary Responsibilities

- Provide subject matter expertise in data integrity, analytics, and reporting to support quality improvement initiatives; develop and monitor performance metrics, execute queries, validate data, and prepare reports.
- Collaborate with leadership and providers to enhance data quality, workflows, processes, and system functionality; advocate for data quality and reporting at internal and external forums.
- Deliver staff training and support on KPIs, data visualization, reporting tools, technical documentation, and best practices; maintain training schedules, track participation, and identify areas for improvement.
- Create and update training materials, workflow documentation, quick reference guides, communication tools, and educational content, including webinars and updates related to system enhancements.
- Manage Help Desk support for EMR systems via various channels, and provide hands-on assistance during any Go-Live operations and implementation phases.
- Participate in committees and support strategic initiatives including Quality Improvement Plans, Accreditation, Client Experience Surveys, and other reporting requirements.

Required Qualifications

- Undergraduate degree in Health Informatics, Statistics, Computer Science, Epidemiology, or equivalent experience in data management.
- Minimum 3 years' experience working with relational databases and large datasets, including data manipulation, analysis, maintenance, and troubleshooting.

- Proficient in SQL, Excel, and data/statistical tools; experienced in analyzing and troubleshooting EMR features with familiarity in Ontario EMR/EHR systems (e.g., PSS, Oceans, LogiReports, JReports).
- Skilled in delivering healthcare software training or adult education, particularly in EMR use, with the ability to communicate technical information to diverse audiences.
- Experienced in workflow documentation, process improvement, OKR design, requirements gathering, and resolving data anomalies; knowledge of project management principles is an asset.
- Strong interpersonal, communication, organization, and facilitation skills; detail-oriented with a positive attitude, initiative, and commitment to innovation and quality improvement.

What We Offer

For qualifying full-time and part-time employees and pro-rated to full time equivalent:

Comprehensive Health & Wellness Coverage
- Extended health and dental: coverage for prescription drugs, vision, health practitioners and more
- Group life insurance
- Employee Assistance Program (EAP): free, confidential support
- Healthcare discounts via Altum Health for services like massage therapy and physiotherapy
- Free access to employee engagement platform **Motivosity**

Work-Life Balance & Time Off
- 4 weeks of vacation to start plus paid sick days
- 11 paid statutory and organizational holidays
- Pension: membership in the **Healthcare of Ontario Pension Plan (HOOPP)**
- No 24-hour rotational shifts (*physicians do support pooled after hours on-call with stipend)
- No overhead costs – EMR, supplies, tech, management and staff support provided

Growth, Purpose & Community Impact
- Paid orientation, ongoing training, and professional development opportunities
- On-site and e-learning, plus access to course fee support
- Opportunities to serve diverse communities through inclusive, client-centered care
- Collaborative work environment focused on innovation and continuous improvement
- Active involvement in internal/external committees and community partnerships
- A workplace committed to equity, diversity, and removing barriers to accessibility

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. Requests for accommodation due to disability can be made at any stage in the recruitment process.

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

Email Address	**recruiting@lampchc.org**
Subject	*Job Opening for Data Decision Support Specialist, Organizational Performance*
External Deadline	*Open until filled*

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