

POSITION DESCRIPTION

POSITION TITLE: **Decision Support Specialist**

RESPONSIBLE TO: **Chief Information Officer**

GENERAL ACCOUNTABILITIES:

*The **Decision Support Specialist** serves as a champion of the Vision and Mission and promotes an environment that is consistent with the Health Centre's Statement of Values and Principles. The Decision Support Specialist is an essential member of the client-centred health professional Team. The Decision support Specialist will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework.*

The Decision Support Specialist will assist the Health Information Systems Director in the implementation of strategic information management solutions in order to improve client care and public accountability.

SPECIFIC ACCOUNTABILITIES:

1. Ensure by all tickets are closed within five (5) business days;
2. Develop a data mapping training manuals;
3. Provide Data Management function for North Hamilton Community Health Centre and other IS Partner Organizations;
4. Participate on Regional User Group meetings;
5. Support health professional staff through the provision of ad-hoc report creation;
6. Data Standardization and Data Quality Control;
7. Manage all monthly/quarterly & annual reports;
8. Providing a monthly variance report to each IS Partner Organization showing trends, forecasting and recommendation etc.;
9. Assist in maintaining Health Centre Electronic Client Records System;
10. Work according to Privacy policies and procedures of host organization and each Information Systems Partner Organization;
11. Assist in the development of Data Information Reports;
12. Travel to other work locations (if applicable);
13. Some weekends and after hours expected;
14. Perform other duties as assigned

QUALIFICATIONS:

1. Undergraduate degree in a related discipline (e.g. health care administration, health information management, or clinical informatics)
2. Masters degree (completed or in progress) in a related discipline preferred
3. Strong analytical skills combined with very good report-writing skills
4. Database management
5. Proficient in the use of all Microsoft office products
6. Good knowledge in Microsoft Access & SQL report writing
7. Possession of a "G" class driving license and access to a vehicle is required

EXPERIENCE:

1. 2-3 years' experience in data/statistical analysis;
2. Strong data reporting, analytical and presentation skills;
3. Knowledge and experience in continuous quality improvement methodologies;
4. Ability to accurately summarize and communicate information;
5. Knowledge of methodologies, survey tools, and evaluation techniques ;
6. Proficiency in the use of client information systems, health information systems, and decision support;
7. Proficient in the use of standard report writing software (e.g. Access, Hummingbird BI, or others) Ensuring all helpdesk tickets are closed promptly;
8. Ability to work with Electronic Health Records environment (e.g. Purkinje, NOD, TELUS EMR- PS);
9. Demonstrated organizational skills and ability to prioritize workload Demonstrated ability to work independently, in small groups, and in team environments;
10. Excellent SQL and data warehouse skills;
11. Experience writing complex queries on large data sets;
12. Demonstrated ability to problem-solve and work under minimal supervision;
13. Innovation - Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
14. Training and Teambuilding skills, exhibiting a high degree of resourcefulness, flexibility, and adaptability
15. Experienced in consulting with Stakeholders, clients, End -users, executive staff on business issues, solutions and data concepts.

Revised: November 2016