Job Description Data Management Coordinator

JOB TITLE: Data Management Coordinator
CLASSIFICATION: Data Management Coordinator
DEPARTMENT: Corporate Services
REPORTS TO: Manager of Corporate Services
DATE: February 25, 2013

JOB SUMMARY

Under the direction of the Manager of Corporate Services, the Data Management Coordinator (DMC) provides a broad range of services related to the input, quality (standardization and training), and report generation of data supporting all departments of the Somerset West Community Health Centre and the organization as a whole. This position collaborates with the Information Systems Coordinator and other staff members involved with executing Centre-wide information and data management systems and functions. The incumbent requires a high level of communication, coordination, analytical and technical skills. This position may be required to support multiple locations and/or Community Health Centres.

DUTIES AND RESPONSIBILITIES

Duties or Responsibilities: Participates in Team or Centre Activities
- Attends team and staff meetings as required
- Participates in team and Centre special events as required
- Contributes to the development and implementation of the Centre’s policies and procedures and the Centre’s strategic plan
- Maintains up-to-date professional skills through formal training and by liaising with IT support resources as needed
- Complies with all mandated legal/regulatory requirements related to working in the Centre e.g. occupational health & safety, standards of professional conduct, etc.

Duties or Responsibilities: Data Management Communications and Coordination
- Acts as the prime contact to external sources of information including the MOHLTC, AOHC, ISS, Mandexin, Nightingale on Demand and User Support Groups and others regarding data support, data management issues and reporting capabilities
- Ensures information regarding data support, quality and management is distributed to all relevant staff in all departments
- Receives and prioritizes internal requests for data reports and information.
- Disseminates reports and data analysis to relevant staff members, senior management and the Executive Director
- Communicates local issues with system-wide implications to appropriate external contacts (ISS help desk, user groups)
Duties or Responsibilities: Data Quality and Standardization

- Ensures high quality data is available for extraction as needed by developing and implementing systems to identify, track, correct and prevent errors
- Establishes and leads processes to develop standardized data entry within the Centre
- Participates on committees and regional user groups to develop data management best practices
- Provides ongoing support and assistance to staff on data entry, standardization, and reporting requests

Duties or Responsibilities: Training Support

- Ensures all relevant staff have received necessary training as Resident Experts and that departmental training plans have been implemented
- Maintains training system and processes within the Centre
- Works with the Information Technology Coordinator and other relevant staff members to ensure local system changes and enhancements support staff needs and are compliant with CHC system-wide processes and standards
- Identifies specific training needs and assists in the coordination of specialized training sessions
- Provides technical support and maintenance on Nightingale on Demand, including template management, electronic lab management, and assisting staff as needed.

Duties or Responsibilities: Reporting and Data Analysis

- Collaborates with the Information Technology Coordinator to ensure data transfer and extraction to the MOHLTC is meeting funder expectations
- Completes data synchronizations with the MOHLTC quarterly
- Runs quarterly reports as needed to report to funders
- Maintain a good familiarization with data reporting tools. Investigate new tools as required.
- Produces information by developing and generating data reports (regular and ad hoc)
- Works with selected staff members to build their reporting capacity
- Assists the Health Planner with analyzing data reports in support of planning, evaluation, management decision making and strategic planning for the Centre
- Presents information in an understandable and accurate format for a variety of applications within the Centre

All SWCCCHC employees have some fundamental responsibilities that go beyond the confines of their occupations. These include:

- Maintaining up-to-date professional skills and knowledge through formal and informal training.
- Acting as an “ambassador” for SWCC within and outside the Centre by creating an awareness of SWCC programs and promoting services offered.
- Compliance with all mandated legal/regulatory requirements related to working at SWCC (Employment Standards Act, Occupational Health and Safety, CRA and standards of professional conduct).
- Maintaining awareness of and compliance with SWCC policies and procedures.
- Maintaining awareness of and compliance with funder requirements, policies, procedures and regulations.
- Maintaining awareness of and compliance with requirements of the CCA accreditation.
- Attending/chairing team and staff meetings as required.

**EDUCATION AND EXPERIENCE:**

**Essential**
- One year experience in a data base management, and/or query development
- Proficient with Microsoft Access 2003 or 2007
- Experience building complex queries and reports
- Knowledge of business information systems and support
- Demonstrated understanding of statistical and research method, and data quality management
- Excellent communication (oral and written) and interpersonal skills

**Desirable**
- Understanding of primary health care clinical and social service practices
- Experience with Cognos software
- Experience as an adult trainer/educator
- Knowledge of the Nightingale on Demand (clinical software) would be an asset
- Knowledge of clinical practice is desirable

**LANGUAGE:**

- English is required. Other languages considered an asset.