



WoodGreen Community Services Job Posting

WoodGreen Community Services is one of the largest social service agencies in Toronto. A founding United Way of Toronto member agency, WoodGreen has grown to span 36 locations and serves 37,000 people each year. WoodGreen helps people find safe, affordable housing, seniors live independently, internationally-trained professionals enter the job market, parents access childcare, children and youth access after-school programs, newcomers settle in to Canadian life, homeless and marginalized people get off the streets and youth find meaningful employment and training. Visit www.woodgreen.org for more information.

Job Posting Date:	February 8, 2017
Job Posting Application Deadline	February 22, 2017 at 5:00 pm
Job Title:	Manager, Business Analytics
Program & Unit:	Community Care Unit
Work Week:	35 hours/week
Employment Category:	Non Bargaining Unit – Full-time

Program Overview

The Community Care Unit provides a holistic approach to care at home for seniors and caregivers who are vulnerable, at risk and/or marginalized. The unit provides a wide range of programs such as Assisted Living Services, Social Work, Transportation & Logistics, Seniors' Wellness programs, which enable seniors to be as independent as possible in their homes. The unit also provides a variety of socio-recreational program/wellness programs which enhance the quality of life and promote the health of the older adult. In addition, the unit has various programs supporting adults and seniors with mental health and/or addiction issues and development services.

Position Summary

The Manager of Business Analytics is an experienced professional who will facilitate the improvement of data management systems within WoodGreen based on the needs of multiple stakeholders in the First Step to Home program and the Community Care unit. This role will navigate a multidisciplinary non-profit environment to support the development and implementation of an evaluation and monitoring framework, make recommendations for system improvements and to help transform the data into information for use in planning, process improvement, outcome measurement and program decision-making. The role will be responsible for building the foundational processes required for First Step to Home program and the unit's business intelligence needs. As well the role will be responsible for collaboratively developing regular reports that support the effective decision-making and strategic problem-solving for the First Step to Home program and the unit.

This position is responsible to the Director, Mental Health, Addictions and Developmental Services for monitoring and evaluation activities related to the First Step to Home program and/or Community Care Unit services. The Manager of Business will also have an indirect report to the Director of Operations and Integration in the Community Care Unit

Main Responsibilities:

- Manage planning, documentation, process engineering and deployment of enhancements to existing data management system(s) used in the First Step to Home program and the unit.
- Bring an evidence informed approach to data management and tracking of client outcome data following program completion or discontinued use of services.
- Introduce innovative technologies, processes and workflows to enhance efficiency and effectiveness in data capture, processing, and reporting.
- Develop, maintain and utilize expertise in advanced analytical tools to translate data into information to support the effective decision-making of the unit to improve client outcomes.
- Provide consultative and analytical support regarding collection, interpretation and presentation of data for use by management and program stakeholders for planning and decision support.
- Provide recommendations for Business Intelligence technology requirements including information systems, tools and processes required to aggregate, transform, analyze, and generate reports required to support strategic and operational decisions that enhance the unit's performance and improve quality.

- Utilize internal and external data repositories and analytical tools to benchmark the unit's performance relative to other agencies, and identify opportunities for operational and/or clinical quality improvement.
- Develop views and reports for end-users to facilitate best practices use of data management system(s).
- Perform report reconciliation to ensure the integrity of information. Reviews reports for anomalies and takes necessary corrective action to rectify.
- Prepare documentation for new and existing departmental system processes.
- Provide one-on-one or group training for end-users.
- Develop a comprehensive orientation and routine training program for clinical teams which ensures adherence to data collection requirements.
- Provide data for Quality Improvement and Process Improvement initiatives within the organization.
- Implement and ensure the unit's compliance with the MOHLTC's OHR standards. Act as the key source of organizational expertise in external analytical tools (i.e. HSP360, CBI and identifying, developing and analyzing key performance measures.
- Develop and maintain collaborative working relationships with clinical teams, internal stakeholders (i.e. Information Systems, Financial Services), external stakeholders (i.e. MOHLTC, LHIN, OCSA) and health care sector partners (i.e. CCAC, CMHA agencies, CSS agencies).
- Perform other related duties as required from time to time.

Required Education and Registration:

- Bachelor level education in Information Science, Business, Engineering, Health Informatics or a comparable field

Preferred Qualifications:

- Demonstrated skills in project management, time management and strategic thinking.
- Strong ability to manage projects and meet deadlines
- Excellent interpersonal skills, including verbal, and written communication skills
- Skilled in interview techniques
- Demonstrated enthusiasm for learning
- Ability to exercise strategic judgment, flexibility, creativity and sensitivity in response to changing situations and needs
- Sensitive to working with people of diverse cultural and economic backgrounds and also marginalized populations
- Previous experience in the non-profit social services sector preferred
- Demonstrated history of working and producing in a team environment as well as independently
- Previous experience managing and supervising direct reports is an asset

To Apply:

Please submit your resume and cover letter, **quoting the position title in the subject line** as follows:

WoodGreen employees ONLY – apply to hrjobs@woodgreen.org. Please note that external applications sent to this e-mail will not be forwarded and will be deleted.

All other applicants – apply to abryden@woodgreen.org Att: Annabelle Bryden, Director of Operations and Integration.

We are an equal opportunity employer. We welcome applications from diverse individuals who self-identify on the basis of any of the protected grounds under the *Human Rights Code*. We are committed to integration and maintaining the independence of individuals and removing barriers to accessibility in the workplace. We are committed to full compliance with the *Human Rights Code*, the *Accessibility For Ontarians With Disabilities Act*, the *Pay Equity Act*, the *Occupational Health and Safety Act*, and all other applicable legislation.

WoodGreen is also committed to developing inclusive, barrier-free selection processes and work environments. If contacted in relation to an employment opportunity, please advise our HR representative at hrjobs@woodgreen.org of the accommodation measures if required which would enable you to be interviewed in a fair and equitable manner. Information received relating to accommodation measures will be addressed confidentially.