



## JOB DESCRIPTION

<b>JOB TITLE</b>	Performance Management Data Coordinator
<b>DEPARTMENT / PROGRAM AREA</b>	CAO's Office
<b>REPORTING TO</b>	Manager of Planning, Outcomes & Analytics
<b>EFFECTIVE DATE</b>	February 2023
<b>SALARY</b>	Band 4

### JOB SUMMARY

Under the direction of the Manager Planning, Outcomes & Analytics, the Performance Management Data Coordinator is responsible for providing statistical data analysis and support through the collection, transformation, analysis, and presentation of data ranging in variety and complexity across the organization. This includes working with all types of data from primary, secondary, and administrative data sources, in structured and unstructured datasets.

The Performance Management Data Coordinator is also responsible for assisting and developing a data automation process that leads to more efficient and productive data utilization, and further promotes an integrated approach to performance management for all DNSSAB departments, programs, and services.

Furthermore, this position conducts research, designs data collection processes and tools, monitors and evaluates programs, and analyses data to help inform program outcomes and strategic direction. This position will be responsible for managing data that is considered confidential.

### JOB DUTIES AND RESPONSIBILITIES

- Performs statistical analysis on various datasets from internal and external data sources;
- Connects business intelligence software to administrative databases, data extracts, Excel workbooks, and other data sources as necessary, to access the raw data and produce insights;
- Under the direction of the Manager, develops, maintains, and updates the corporate performance management and strategic plan implementation systems, including data refresh and automation;
- Develops interactive data dashboards, infographics, and reports showing key performance indicators and metrics of progress, performance and outcomes;

- Coordinates data collection, storage, updating, and automation with other DNSSAB analysts;
- Ensures the data integrity of the applications by training, monitoring and supporting internal and external end users to ensure quality and accuracy required for data and statistic integrity;
- Develops and implements processes for recording and reporting data, monitoring outcomes and evaluating effectiveness of program and service to ensure service system outcomes;
- Prepares documents, designs reports and creates maps using various software programs such as Excel, Tableau, and other software as required;
- Assists with the development and evaluation of the DNSSAB's performance measurement initiative;
- Acts as a liaison with community partners and stakeholders in support of various data collection initiatives;
- Identifies all local sources of data, participates in data workgroups locally and across the Province to enhance, evaluate and disseminate service delivery information.
- Related duties as assigned.

**As a DNSSAB employee, the position is responsible for creating, maintaining and actively participating in a respectful workplace that is free of all forms of harassment, discrimination and violence.**

## QUALIFICATIONS

- Successful completion of a College diploma or University Degree in computer science, statistics, data science, or related field, with focus on data collection and analysis and/or analytical research focus;
- Two (2) or more years' experience in the role of data collection, analysis, research and evaluation, preferably in a social services setting;
- Demonstrated competency in data analysis, and descriptive and inferential statistics; ability to apply quantitative and qualitative statistical methods and analysis;
- Experience working with all types of data from structured and unstructured data sources. This includes collecting, cleaning, organizing/transforming, analyzing, and presenting the data;
- Experience working with statistical and Business Intelligence (BI) software such as SPSS, Tableau, Power BI and Crystal Reports, for analysis, reporting, and developing interactive dashboards;
- Advanced computer skills in desktop applications including Microsoft Office Suite and Excel;
- Experience in the application of qualitative and quantitative research methodologies;
- Ability to establish processes that ensure data integrity;
- Detail oriented with keen observation skills;
- Good knowledge and understanding of the social services sector;
- Excellent communication, interpersonal, technological, and analytical skills required;
- Ability to work in a stressful, fast-paced and constant change environment;
- Ability to be flexible in order to adapt to changing work requirements;
- Demonstrate a high level of attention to detail, accuracy and precision in work processes;
- Demonstrate respect of the confidentiality of privileged and sensitive information and/or data;
- Time management skills and the ability to work independently;
- Comfortable working in non-standardized work environments and outside regular business hours;
- A valid Ontario Driver's License and a vehicle available for use on the job;
- Ability to communicate in both official languages is considered an asset.

## STATEMENT OF MANAGEMENT DUTIES AND RESPONSIBILITIES IN DNSSAB

All management is responsible and accountable for:

- Commitment to the achievement of Quality Services and Health Workplace through DNSSAB's Strategic Plan and Direction;
- Planning through participation and input into strategic planning, developing operating and financial plans, monitoring plan progress, reporting on plan results and evaluating the effectiveness of planning activities;
- Effective and efficient management of financial and human resources;
- Developing and organizing work processes, assigning work to staff, monitoring progress on outputs and quality, identifying process and workflow issues and developing solutions to these problems to achieve efficient, effective and quality services;
- Developing and implementing appropriate measurements for plans and workload productivity, analyzing and reporting on measures;
- Managing, Supervising Human Resources through recruitment and selection of staff, orientation, training, performance management, monitoring compliance with organization policies and standards, administration of Collective Agreement including grievance investigation and resolution;
- Internal and External Communication through written correspondence, reports and through oral presentations and meetings with staff and community;
- Maintain awareness of external and operational trends to identify impacts on DNSSAB mandates and programs;
- Effectively manage and safeguard Board assets both tangible and intangible;
- Be committed to the highest standards of ethics and business conduct;
- Promote and protect the good reputation of the organization.