



Job Description: Operations & Data Specialist

Reporting Relationships:

The Operations & Data Specialist reports to the Executive Assistant (Operations Manager).

Summary of Role:

The Operations & Data Specialist is responsible for the agency's information technology through being the primary contact with technology providers, retrieving required data and providing reports, and ensuring quality control of the client database.

The Operations & Data Specialist provides administrative support to agency staff and programs to maximize the potential for service delivery and administrative effectiveness; this includes assisting with answering phones, working within the client database to support referral processes, supporting and ensuring accurate qualitative and quantitative data reporting to key stakeholders.

Hours of Work:

The Operations & Data Specialist manages a 37.5 hour work week, primarily being available for office hours Monday through Friday, 8:30 a.m. to 4:30 p.m., with flexible scheduling to meet the needs of the organization.

Qualifications:

1. Post-secondary diploma in business/secretarial/administration.
2. A minimum of 2 years related experience, including exceptional client service and communication skills, data management skills and understanding of related IT systems.
3. Proficiency in using a variety of software and data-base applications.

Conditions of Employment:

1. Valid Ontario driver's license and current clear driver abstract with a reliable automobile and sufficient insurance for use on company business;
2. Acceptable police Vulnerable Persons Record check; maintaining no criminal convictions for which a pardon has not been granted;

Competencies:

1. *Judgement and Accountability* - Learn from mistakes; weigh costs, benefits, and risks; analytical and problem-solver; make sound judgments; ensure follow-up and communication.
2. *Organization and Attention to Detail* – Time management; organize and plan ahead; respond to time-sensitive information; prioritize; multi-task; display efficiency.
3. *Integrity and Transparency* - Accurate, precise, and accountable documentation and record-keeping; honesty.
4. *Communication* – Strong communication skills (written, oral, listening and non-verbal); engage in positive, productive, and proactive conversations that support teamwork and efficient operations; collaborative.
5. *Implementation* - Determine appropriate processes to get things done with sufficient attention to detail to ensure a high level of accuracy and timeliness; the highest professional and confidentiality standards; ability to work independently and participate as a team member; flexibility and a sense of humor.

6. *Tech-Savviness* – Knowledgeable, up-to-date and able to problem solve using a variety of software, database applications and technologies; Excel expert.
7. *Role Modeling* - Champion principles and practices of inclusion and equity; lead by example.
8. *Continuously Learning* - Is an active learner, identifying professional goals and personal areas for growth; apply newly acquired knowledge in service delivery.

Responsibilities:

1. Administrative Support for the Agency

- Complete the EMHware referral process, as identified by service staff.
- Provide regular Wait List and In-Service Reports to agencies, as identified by Clinical Managers.
- Provide back-up to answering phones as needed; document all requests for general community information in EMHware.
- Act as an administrative resource for staff including professional presentations and formatting of documents, as needed.
- Cover the role of the Executive Assistant in supporting the CEO in minute-taking and creating required reports, as needed.

2. Data and Information Technology

- Act as a liaison with IT contracted services including the IT support service, database provider, and phone supplier; supporting set-up for new staff; ensuring timely communication of problems and follow-up until the issues are resolved.
- Extract data from the client database and other applicable sources for timely, accurate reports for the CEO, Board of Directors, funders and staff.
- Supporting regular review of data in the client database for the purpose of quality control.
- Provide basic problem solving for technology difficulties.
- Provide quarterly reports of feedback received from clients, including but not limited to the Quality Satisfaction Survey.
- Assist with extracting data and reports from the Community Information dataset, as needed.

3. Professional Expectations:

- Represent Contact Brant at all times by maintaining professional conduct and behaviour; exhibit stated agency values.
- Adhere to agency Policies and Procedures as well as Service Principles.
- Fulfill all requirements of client record keeping in a timely manner and document data required by Ministry and the agency.
- Respect the role as a health information custodian – fully understand privacy legislation; information is only disclosed with consent, and to those for the purposes intended.
- Demonstrate strong communication skills. Communicate concisely, clearly and in a manner that is appropriate for the listener; use reflective listening skills; and use non-verbal communication that is compatible with the message being conveyed.
- Develop and foster effective working relationships with service providers and community stakeholders to facilitate effective business and service relationships.

- Promote effective teamwork through daily interactions with co-workers and participation in staff meetings.
- Promote Contact Brant within the community through participation in events and committee membership, as appropriate.
- Maintain up-to-date information and knowledge about services and resources offered by Ministry service providers and the broader community.

The Operations & Data Specialist is an integral team member with Contact Brant. It is expected that the Operations & Data Specialist will contribute to problem solving about improving productivity, efficiency and effectiveness of the organization.

The preceding job description will evolve with the changing operational requirements of Contact Brant. With this in mind, the position is not limited to the duties outlined above.