



Canadian Mental
Health Association
Ottawa
Mental health for all

Association canadienne
pour la santé mentale
Ottawa
La santé mentale pour tous

INTERNAL / EXTERNAL POSTING

The Canadian Mental Health Association, Ottawa Branch (CMHA) is a non-profit charitable organization dedicated to promoting good mental health and improving the quality of life for individuals experiencing serious mental illness. The Canadian Mental Health Association, Ottawa Branch aspires to provide client-directed services and programs with and for people with mental health problems and to enhance, promote and maintain the mental health of individuals and communities through education and awareness.

CMHA is currently accepting applications for the following position:

Clinical Data Manager, Permanent Union Exempt

Type of Position: Permanent Full-Time
Start Date: Immediate
Hours of Work: 35 hours per week, Monday to Friday, 8:30 am – 4:30 pm
Pay Rate: \$44.09 - \$46.04

Position Summary:

The Clinical Data Manager, in accordance with the agency's policies, standards, and guidelines, is responsible for leading the organization in the optimal use of clinical and program data as a primary performance measurement tool to inform decisions at all levels of the organization. The Manager leads the development, implementation, and maintenance of the agency's reporting, monitoring, and decision support activities. The Manager is responsible for ensuring the accurate and timely reporting of quality and performance indicators to funders and other stakeholders. This position serves as the administrator of the agency's electronic health record (EHR) and supports adherence to privacy, health information, and accreditation standards.

The Clinical Data Manager sits within the Decision Support and Accountability Team (DSAT), which involves actively supporting the development of team workplans, strategic activities, research and evaluation projects, and quality improvement planning.

Essential Qualifications:

Education:

- Minimum undergraduate degree in Data Analytics, Information Systems, Health Administration, Healthcare Quality, Biostatistics, Computer Studies, or equivalent combination of knowledge and work experience.

Experience:

- A minimum of 3-5 years of experience in the management of database systems,

decision support roles, program evaluation, and analytical or business intelligence activities, preferably Electronic Health Records in a health care or not-for-profit environment.

- Expertise using data extraction and business intelligence tools (e.g., Power BI, MySQL, Python, etc).
- Experience with dashboard or scorecard reporting, indicator development and performance measurement.
- Advanced proficiency with Microsoft Office and Excel is required.
- Knowledge and experience working with provincial Mental Health and Addictions databases and datasets an asset.
- Experience in quality improvement, accreditation, implementation science, risk management, change management and project management an asset.
- Experience in non-profit and/or community agencies an asset.

Language:

- English essential. Bilingual (French and English) is an asset.

Knowledge:

- Working knowledge of Personal Health Information Protection Act (PHIPA) and related regulatory requirements and terminology
- Comprehensive knowledge of EHR management software, such as CRMS.
- Comprehensive knowledge of Ontario Common Assessment of Need, Provincial Dataset, Ontario Perception of Care, and substance use and community mental health assessments.
- Knowledge of Ontario Health, Ministry of Health, City of Ottawa, and other funder reporting standards, i.e. MIS and OHRS statistical reporting.
- Knowledge of non-profit reporting requirements.
- Knowledge of quality improvement, quality management, and accreditation processes.

Vehicle: A Valid Class G Driver's License and vehicle are required for this position.

Application Deadline:

Please submit a resumé to **Recruitment at recruitment@cmhaottawa.ca by Friday, August 9th, 2024 by 4:30 pm.**

The Canadian Mental Health Association (CMHA) is committed to developing inclusive, barrier-free selection processes and work environments. CMHA promotes the principles of diversity and inclusion and adheres to the tenets of the Canadian Human Rights Act and the Ontario Human Rights Code. We encourage applications from women, Aboriginal peoples and persons of all races, ethnic origins, religions, abilities, sexual orientations, and gender identities and expressions. If contacted about this job posting, please advise us if you require any accommodations regarding the interview process.

Applicants who receive a conditional offer of employment must produce a Police Records Check, proof of academic achievement and proof of COVID-19 vaccination.

We thank all applicants for their interest, however, only those selected for an interview will be contacted.

JOB DESCRIPTION

Title: Clinical Data Manager	Program: Decision Support and Accountability
Reports to: Director, Integration, Research and Evaluation	
Approved by: Chief Executive Officer	Signature:
Date Approved:	Date Revised:

Position Summary

The Clinical Data Manager, in accordance with the agency's policies, standards, and guidelines, is responsible for leading the organization in the optimal use of clinical and program data as a primary performance measurement tool to inform decisions at all levels of the organization. The Manager leads the development, implementation, and maintenance of the agency's reporting, monitoring, and decision support activities. The Manager is responsible for ensuring the accurate and timely reporting of quality and performance indicators to funders and other stakeholders. This position serves as the administrator of the agency's electronic health record (EHR) and supports adherence to privacy, health information, and accreditation standards.

The Clinical Data Manager sits within the Decision Support and Accountability Team (DSAT), which involves actively supporting the development of team workplans, strategic activities, research and evaluation projects, and quality improvement planning.

Principal Responsibilities and Duties

Organizational Leadership

- Work in collaboration with Management Team and portfolio colleagues towards the achievement of the agency mission, strategic pillars and operational priorities.
- Lead in the growth of a data-driven agency culture, ensuring that documentation, data entry, and reporting drives the best possible decision making about community mental health and addiction services and supports while supporting daily operations.
- Represent agency and lead organization in implementing strategies related to external drivers, such as the Mental Health and Addictions Centre of Excellence Data and Digital Initiative.
- Lead implementation and reporting of the annual client satisfaction survey (Ontario Perception of Care), provincial dataset (PDS), Ontario Common Assessment of Need (OCAN) and additional funder-mandated surveys, assessments and datasets.
- Advise and support the design, implementation and reporting of corporate performance and evaluation initiatives.
- Maintain a clear understanding of the Ontario Health Reporting Standards (OHRS) for Community Mental Health and Addictions agencies. Collaborate closely with the Director of Finance to ensure accurate and timely reporting of mandatory quality and performance metrics to all funders and other key stakeholders.
- Maintain, analyze, interpret, and report on data related to risk and adverse events.
- Manage and maintain all activities related to the agency's main EHR, including but not limited to: acting as the agency's primary liaison with vendors, leading all EHR technical support and training, managing database maintenance and auditing, and ensuring the

EHR is optimized to the fullest extent to support streamlined documentation and reporting.

- Review and advise on internal and external requests to conduct evaluation and research involving CMHA Ottawa clients and/or staff.
- Support Privacy Officers to ensure compliance with privacy training, auditing activities, manage privacy breaches and address personal health information requests.

Monitoring Programs and Services

- Work with agency Program Managers and frontline staff to ensure the EHR meets program-specific needs for clinical data entry and reporting, including but not limited to custom forms, templates, and fields.
- Work in consultation with programs to identify, measure and monitor key performance indicators and benchmarks for programs and services. Lead the development of decision support and reporting frameworks where required.
- Prepare regular, supplemental and ad hoc reports as-requested or required by Managers, Directors, community partners, funders or other key stakeholders (e.g., performance metrics, service activity, caseloads, client characteristics, survey and assessment results).
- Use data analytics, data visualization, data extraction and business intelligence tools (e.g., MySQL, Power BI, Python) to develop reports, identify program trends, measure success and monitor progress on key performance measures.

Supervision, Training and Coaching

- Perform all functions of management for direct reports including but not limited to: coaching and development, timely completion and submission of performance appraisals, training requests and requirements, and leave requests/tracking.
- Coach direct reports, managers, and all agency staff to embed data-driven culture throughout the agency, and to continuously monitor and leverage performance metrics for high-quality, evidence-based care.
- Train and build competency in data entry and reporting requirements (as defined by funder) to support accurate and high-quality reporting.
- Train and build competency in using the EHR system, EHR reports (including dashboards), and business intelligence tools, enabling Program Managers to monitor data quality, program activity and performance to support continuous improvements.
- Train and build competency in data-driven decision-making to inform program planning and improvements.

Administrative

- Run regular data quality reports within the EHR to identify and address data entry or database issues.
- Use project management practices and tools such as project charters, data collection and analysis plans, and knowledge exchange/communication plans, etc. to streamline and organize projects, as needed.
- Prepare presentations, briefing notes, business cases, project management documents, training materials, and reports for Board of Directors, Directors, Managers, Committees and All staff.

- Assist in development and review of organizational plans and processes (e.g., privacy, health and safety, strategic planning).
- Assist in proposal development and reviews.
- Lead and/or assist in policy development and review.
- Serve on internal and external committees.

Community Relations

- Maintain positive relationships with community partners, networks/coalitions, other CMHA branches, CMHA Ontario, professional organizations, government resources and other relevant organizations/resources.
- Liaise with other agencies and community partners regarding data, reporting and evaluation initiatives and resolve issues in a collaborative and time-sensitive manner.
- Participate in public speaking events on behalf of the agency to promote public awareness of the agency's community mental health research and evaluation, data initiatives, strategic plan, and agency priorities.
- Assist in the training and mentoring of students, new staff, colleagues and/or volunteers.

Professional Development

- Set annual performance and professional development goals (assigned projects and self).
- Attend relevant conferences, workshops, and other in-service events as approved.
- Engage in lifelong learning by attending courses and reading relevant literature.
- Advance knowledge and understanding of relevant research, best practice and applicable legislation

Competencies (Knowledge, Skills, and Abilities)

Education:

- Minimum undergraduate degree in Data Analytics, Information Systems, Health Administration, Healthcare Quality, Biostatistics, Computer Studies, or equivalent knowledge, work and training experience.

Experience:

- A minimum of 3-5 years of experience in the management of database systems, decision support roles, program evaluation, and analytical or business intelligence activities. This experience in a health care or not-for-profit environment, such as in the management of EHRs, is an asset.
- Expertise using data extraction and business intelligence tools (e.g., Power BI, MySQL, Python, etc).
- Experience with dashboard or scorecard reporting, indicator development and performance measurement.
- Advanced proficiency with Microsoft Office and Excel is required.
- Knowledge and experience working with provincial Mental Health and Addictions databases and datasets an asset.
- Experience in quality improvement, accreditation, implementation science, risk management, change management and project management an asset.

- Experience in non-profit and/or community agencies an asset.

Knowledge:

- Working knowledge of Personal Health Information Protection Act (PHIPA) and related regulatory requirements and terminology
- Comprehensive knowledge of EHR management software, such as CRMS.
- Comprehensive knowledge of Ontario Common Assessment of Need, Provincial Dataset, Ontario Perception of Care, and substance use and community mental health assessments.
- Knowledge of Ontario Health, Ministry of Health, City of Ottawa, and other funder reporting standards, i.e. MIS and OHRS statistical reporting.
- Knowledge of non-profit reporting requirements.
- Knowledge of quality improvement, quality management, and accreditation processes.

Language:

- English essential. Bilingual (French and English) is an asset.

Minimum Requirements

- Must be able to legally work in Canada, provide proof of academic achievement and meet all legal requirements for driving.
- Must be able to provide a Vulnerable Sector Police Record Check.
- Must be able to provide proof of vaccination status in compliance with agency policies.

Travel

- A valid class G driver's license and means of transportation are required for this position.
- Successful applicants must satisfy the employer that they meet all legal requirements for driving.

Work Environment

- Works in a standard private office with possible travel, as required.
- Works under short time deadlines.
- Works outside of normal business hours as required.

Physical Demands

- Ability to climb stairs.
- Ability to lift 20lbs or less.

Disclaimer

This job description indicates the general nature and level of work expected. It is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities required of the employee. Duties, responsibilities and activities may change or new ones may be assigned at any time with or without notice.