



NON-CONTRACT ROLE DESCRIPTION

JD2332

ROLE TITLE:	Decision Support Consultant	ROLE DESCRIPTION NO.:	00209
DEPARTMENT:	Decision Support	HEABC REFERENCE NO.:	1872382
REPORTING TO:	Manager, Decision Support	HSCIS CODE:	03099
CLASSIFICATION:	NCEM/Range 8A	JOB CODE:	03099AD

ROLE SUMMARY

In accordance with the Vision, Purpose, and Values, and strategic direction of the Vancouver Island Health Authority (Island Health) patient and staff safety is a priority and a responsibility shared by everyone; as such, the requirement to continuously improve quality and safety is inherent in all aspects of this position.

Reporting to the Manager, Performance Monitoring, the Decision Support Consultant supports the monitoring, reporting, and improvement of organizational performance. The Consultant will collaborate with Island Health Directors to develop and report program area performance measures, and provide expertise and analysis of program area information to support data-driven decisions. The Consultant serves a wide range of customers (internal, external and researchers) to access information from Island Health data holdings supporting the formulation of questions, providing appropriate analyses and information, and assisting with interpretation of results.

The Decision Support Consultant support organizational decision making and organizational performance improvement through consultation, data analysis, information interpretation, report preparation and presentations. Core responsibilities include:

DUTIES AND RESPONSIBILITIES:

1. Generate and publish a suite of performance indicators for the Board, CEO, Vice-Presidents, Executive Directors, and Directors based on a balanced scorecard approach.
2. Generate and publish reports for Quality councils and working groups.
3. Direct and inform development of strategic indicators of health system performance and identify and validate appropriate benchmarks/standards, based on Canadian or other standards.
4. Support decision-making and planning at all levels of the organization through quantitative and qualitative analysis and synthesis of findings and recommendations in discussion papers, reports, proposals, or briefing notes.
5. Support the evaluation of programs/services by analyzing and monitoring the quality of service delivery and outcomes.
6. Foster and facilitate accountability through data capture, analysis and scorecard reporting at all levels of the organization.
7. Support and add value to corporate issue management through the provision of specialized skills, tools, and knowledge.
8. Produce performance reports for the public Island Health website.
9. Develop data, information and reports to fulfil Ministry of Health mandated reporting and interpret the provincial trends.
10. Create research data extracts for authorized research projects.

11. Document metric and dimension definitions as well as provide expertise and/or recommendations to the Data Warehouse team for acquisition and establishment of new information in the Data Warehouse.
12. Test data against workflows described by subject matter experts for information requirements specified by Island Health leadership.
13. Promote and enhance consistency of data definitions and standards across the organization.
14. Promote and enhance data quality and information integrity across the organization and information lifecycle.
15. Lead one or more data stream teams to provide structure for communication, collaboration and planning to ensure information is meaningful, useful and available.

QUALIFICATIONS:

Education, Training And Experience

Masters degree in a relevant discipline such as business, social science or health related field. Five years of related experience with qualitative and quantitative analysis in a health service environment. Excellent knowledge of issues relevant to the health system, in the areas of service delivery, structure and processes, and administration. Knowledge of performance management, program evaluation and continuous quality improvement theory and practice. Knowledge of information management structure and tools and their application.

Skills And Abilities

- Ability to provide leadership and cultivate commitment in the development of performance monitoring and improvement processes and structures
- Ability to build relationships with and consensus among a variety of individuals
- Ability to analyze/interpret data, manipulate/extract data and use basic statistical concepts
- Demonstrated knowledge of quality improvement concepts and practices
- Ability to work independently, organize workload and priorities, and work effectively as part of a team
- Highly developed project management skills
- Strong verbal, written and presentation skills
- Demonstrated knowledge of and experience with computer software and tools for analysis and presentation, including word-processing, spreadsheets, visualization and databases such as Excel, Tableau, SQL, R and Cognos Analysis Studio
- Physical ability to carry out the duties of the position.