IDENTIFICATION

| Department	Position Title	
Health and Social Services	Clinical Information Analyst	
Position Number	**Community**	**Division/Region**
49-15486	Yellowknife	Child and Family Services/HQ

PURPOSE OF THE POSITION

The Clinical Information Analyst is the lead role that establishes business requirements for the Child and Family Services (CFS) electronic information system that supports all CFS functions. The position provides electronic information system oversight, management, and operational activities, and identifies critical data requirements for quality improvement and quality assurance within the CFS system.

SCOPE

Located in Yellowknife, the Clinical Information Analyst (Analyst) reports directly to the Manager of Strategic Projects and Initiatives, Child and Family Services (Manager), and supports the advancement of the CFS system within the Department and the Health and Social Services(HSS) Authorities, and under the authority of the Territorial Executive Director of CFS, also referred to as the "Statutory Director" of both CFS and Adoptions. The CFS system provides care and support to children, youth, and families across the NWT through programs and services legislated by the NWT *Child and Family Services Act*, NWT *Adoptions Act* and the Federal *Act respecting First Nations, Inuit and Métis children, youth and families*.

In this context, the Analyst plays a pivotal role in maximizing the capacity of technology and information solutions to support the CFS system path toward continuous quality improvement and quality assurance. Through the provision of technical expertise, the incumbent identifies and supports the implementation of new technologies and business processes to optimize the CFS system's ability to meet the requirements of legislation, standards, procedures, best practices and accreditation requirements for CFS. The Analyst recommends technology and business solutions to create opportunities for quality improvement and quality assurance within the CFS system, with a focus on SQL (Structured Query Language) and other programming technologies for data analysis, reporting, and manipulation. This position will enhance systems, and troubleshoot systems issues with vendors and other stakeholders, and
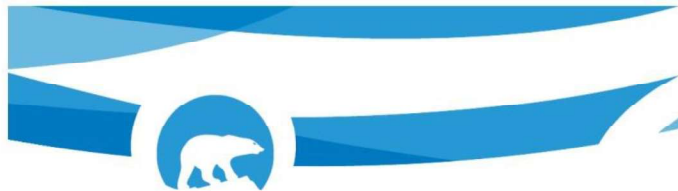
ultimately play a key role in ensuring the integrity of existing information systems, and that they are being used appropriately and to their full capacity.

Directly involved in improving technology and information systems to support users, the incumbent educates and supports all levels of management and frontline operations to ensure that staff can optimize technology and information to address CFS business requirements, and most importantly, to support children, youth and families.

This position monitors system compliance to established information system business requirements and provides recommendations to address compliance issues. The Analyst also provides advice to the Statutory Director, and Departmental/HSSA management, on technological and information management solutions available to support CFS decision making, and service delivery.

The Analyst has a detailed understanding of CFS business requirements, operations and service delivery, and uses their technical knowledge and skills to ensure that NWT CFS delivery and operations, is successful, through effective use of technology, information management, and business processes. The incumbent facilitates the establishment of documented information management and technical process requirements to support the development of key standards, protocols, policies and system tools that drive child and family services best practices across the NWT, and will be called upon to recommend and implement a wide range of change management strategies and processes in order to assist with management and frontline transition and acceptance of new business processes and technology solutions. The Analyst interfaces with key system leads, including but not limited to HSSA territorial leads, quality specialists, information health technology technicians/specialists, epidemiology, to fix and address deficiencies in information systems, and to improve/develop information system and/or process solutions.

One significant challenge faced by governments is that mainstream organizations, like health and social services, cannot be separated from the legacy of colonialism and anti-Indigenous racism in Canada. In health and social services settings, present day anti-Indigenous racism or systemic racism, impacts access to services, quality of care and health outcomes for Indigenous peoples. This also results in a system that inherently privileges the ideas, needs and norms of the dominant white settler population, including the privileging of western knowledge over Indigenous approaches and ways of knowing.

The HSS system is committed to addressing anti-Indigenous racism and promoting cultural safety and anti-racism. DHSS staff are expected to honour and promote a culturally safe and anti-racist environment at all times and to interact with clients, families, community members, partners and colleagues in a relationship-based approach. This involves being tactful, respectful, self-aware and humble in order to develop and maintain ongoing and trusting relationships.

RESPONSIBILITIES

1. **Leads the design, development, and improvement of technology, information management and business processes solutions, that support client safety, and the effectiveness and efficiency of the CFS system.**

   - Researches business processes and informatics solutions that can be applied to the NWT CFS system and provides recommendations to the Department on potential options for harnessing technology, improved approaches to information management, and business processes to inform and support system quality improvement and quality assurance.
   - Reviews best practices in information management and business processes with the Statutory Director, Department and HSSAs, providing recommendations on their incorporation in system standards and processes.
   - Develops project charters, TORs, project work plans, and oversees progress of stakeholders/contractors to ensure effective implementation of quality improvement projects and initiatives.
   - Leads and/or supports project teams as a subject matter expert on technology, information systems and business processes, to facilitate enhancements to services.
   - Develops an overall work plan to ensure technical, technological and business process support to the CFS system, the updating and completion of standards, procedures, policies, directives, and provides regular reporting to management concerning their progress.
   - Provides consultation and decision support to Management in order to ensure that business processes and technology solutions are appropriately considered in relation to managerial, clinical or operational decision making.
   - Ensures that business processes meet all system requirements, and all risk management, privacy and confidentiality requirements.
   - Develops design specifications for systems development, ensuring program objectives, business rules, policies and user needs are appropriately met.
   - Determines appropriate data collection, storage and management practice improvements that enhance data usage and facilitate monitoring requirements.
   - Codes, tests, implements custom-made or vendor supplied software.
   - Oversees and coordinates changes to the CFS Information System.
   - Codes, tests, implements new key features for the CFS Information System.
   - Designs/implements process changes for the CFS electronic information system in collaboration with clinical and IT stakeholders.
   - Designs CFS business applications to address business objectives and functional needs.
   - Creates applications for improving the functionality of the CFS information system and other software applications.
   - Designs/coordinates system test plans.
   - Identifies and documents all CFS functions, information or business process changes.

- Develops implementation plans for review and approval that include a consideration of change management issues, using strategies such as acceptance testing, consultation, collaboration, risk assessment, cost/benefit analysis.
- Oversees the day-to-day operations and provides support and assistance to the Business Analyst

2. **Configures, designs, and maintains data queries, reporting systems and frameworks to support frontline and senior management decision making.**
   - Configures information system reporting features to support frontline and senior management decision making.
   - Collaborates with internal and external subject matter experts to gather data reporting requirements and specifications.
   - Designs, codes, tests, and maintains database queries and related tools to extract data to meet business needs and reporting requirements.

3. **Monitors and supports compliance of the CFS information system to established technical business processes and requirements, in order to facilitate quality assurance and quality improvement.**
   - Develops and implements processes to evaluate system compliance and integration of required businesses processes.
   - Assists management and frontline through education, support, and guidance in order to support awareness and adherence to business processes, rules, and system requirements.
   - Develops and maintains system documentation and directs operations and change management activities as required to meet or exceed CFS requirements.
   - Works with stakeholders, vendors, to address compliance challenges for management and frontline staff in order to improve the usability of the system.
   - Monitors system utilization and identifies data breaches, inappropriate use, and provides recommendations for mitigation to management.
   - Manages security, access control, and administration of application roles based access and security.
   - Conducts or facilitates the implementation of user audits in accordance with formal established system auditing processes.
   - Assists with the investigation of possible system breaches and assists management in determining the course of events.
   - Identifies information system and/or technology challenges that may be impeding user effectiveness, and/or efficiency and assists with the development of mitigation approaches in consultation with vendors, Information Health Technology (NTHSSA) or the Technology Services Centre.
   - Assists with the development and implementation of system fixes in consultation with key stakeholders.

- Leads the implementation of user feedback surveys in collaboration with key stakeholders on their experience with technology, information, business processes, and uses this feedback to enhance these areas.
- Monitors the performance and quality of the information system(s) and works collaboratively with the vendor and other key stakeholders to improve data integrity and system performance. Assists with the implementation of IT solutions.

4. **Ensures data integrity through the ongoing management and upgrading of information system(s), and technical business processes.**
   - Develops a tracking system to ensure appropriate identification of data integrity and system performance issues and mitigation processes used in remediation.
   - Implements information system updates in consultation with key stakeholders.
   - Monitors the information system(s) for data integrity issues and collaborates with key stakeholders in developing and implementing solutions.
   - Develops technical business processes to support the CFS operation.
   - Monitors to ensure that improvements in business processes and system updates are effective.

5. **Assists management and frontline in understanding and effectively using the CFS information system(s) to support client care.**
   - Develops training/education materials and media for management and frontline.
   - Implements training in person, on-line, and using various media to support the enhancement of user knowledge and skills with the technologies and processes.
   - Evaluates user learning and uses this information to continue to build improvements in training and education of staff.
   - Offers support to users in order to trouble shoot user challenges with the information system.
   - In consultation with key stakeholders, facilitates the development of and regular updating of a system user manual.

6. **Provides strategic advice and decision-making support to Departmental and HSSA management on CFS system technology and business opportunities and provides or facilitates projects.**
   - Provides information and recommendations to management to assist with strategic decision making on CFS systems, technologies, projects, and processes.

WORKING CONDITIONS

Physical Demands

No unusual demands.
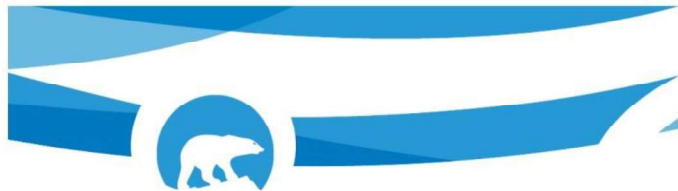
Environmental Conditions

No unusual conditions.

Sensory Demands

No unusual demands.

Mental Demands

No unusual demands.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of business and IS/IT technical requirements to support program needs.
- Knowledge of systems analysis and design.
- Knowledge of application development tools and frameworks.
- Knowledge of quality assurance and risk management practices.
- Knowledge in computer technology and the ability to flowchart, review, troubleshoot, maintain complex software, and diagnose technical problems experienced by users.
- Knowledge in SQL and Microsoft SQL Server tools.
- Knowledge in software change management and incident management.
- Knowledge of testing procedures associated with application systems;
- Knowledge of flowcharting (Data Flow Diagrams, Entity Relationship Diagrams).
- Knowledge of continuous quality improvement processes.
- Written and oral communication skills including listening, observing, identifying and reporting.
- Organizational skills, including time management, analytical, facilitation and presentation skills along with the ability to prioritize complex issues.
- Conflict management/resolution skills.
- Assessment skills with respect to clinical presentation.
- Organizational skills, including ability to prioritize complex issues.
- Ability to use analytical and rational thinking in addressing problems.
- Ability to troubleshoot, repair, and maintain complex software.
- Ability to train end users.
- Ability to create/develop system user guides.
- Skills and ability to implement, enforce and maintain system recovery and disaster recovery processes.
- Skills and ability to implement complex IT/IS projects.
- Skills and abilities in estimating, planning, and reporting on project timelines.
- Skilled in collaborating, providing oversight and evaluating contractors.

- Ability to commit to actively upholding and consistently practicing personal diversity, inclusion, and cultural awareness, as well as safety and sensitivity approaches in the workplace.

Typically, the above qualifications would be attained by:

A bachelor degree in computer science, software engineering or related field with 3 years of experience in the IM/IT industry including software architecture design and deployment; software lifecycle management; and IT systems infrastructure planning and operations.

Equivalent combinations of education and experience will be considered.

ADDITIONAL REQUIREMENTS

Position Security

- ☐ No criminal records check required
- ☐ Position of Trust – criminal records check required
- ☒ Highly sensitive position – requires verification of identity and a criminal records check

French language (check one if applicable)

- ☐ French required (must identify required level below)
   Level required for this Designated Position is:
      ORAL EXPRESSION AND COMPREHENSION
         Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
      READING COMPREHENSION:
         Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
      WRITING SKILLS:
         Basic (B) ☐   Intermediate (I) ☐   Advanced (A) ☐
- ☐ French preferred

Indigenous language: Select language

- ☐ Required
- ☐ Preferred