



Family and Children's  
Services Niagara

Les Services à la famille  
et à l'enfance de Niagara

*For more than a century, Family and Children's Services Niagara, the local Children's Aid Society, has provided vital child welfare, family/community support, counselling, foster care and adoption services to residents in the Niagara Region.*

## **CQI Data and Reporting Administrator**

[Up to one (1) year contract]

Reporting to the Senior Manager of Continuous Quality Improvement & Planning Support, the CQI Data and Reporting Administrator is responsible for producing and coordinating organizational performance and service data to support and enhance the efficient functioning of the Agency.

### **Main Duties and Responsibilities:**

- Analyzes for system upgrades or improvements when deficiencies are found
- Quality control of searches completed by a unionized employee
- Provides training to data consumers on case management system navigation, appropriate data entry, management and related business workflows
- Augments data reporting when out of scope of the case management system
- Maintains a thorough knowledge of child welfare standards and tools as well
- Verifies accuracies of case management, database and records systems, and ensures corrective action is taken to ensure effective data compilation and reporting
- Provides clerical and administrative support including processing of all types of mail, filing and file systems, word processing, spreadsheet development, data entry and distribution of confidential and sensitive information
- Responds to telephone calls, email or other messages, directs messages and provides information and/or assistance and directs or refers as appropriate and with urgency, if required
- Cleans, verifies, aggregates and reports data
- Provides data quality advisory services to agency and unit staff
- Adheres to data quality control practices and procedures
- Maintains a record of data correction determinations
- Interprets agency data profile, understands data specifications and monitors output data quality for effective reporting

### **Qualifications:**

- Post secondary diploma in Business (Information Systems), CQI or other related field
- Minimum two years recent related experience
- Excellent knowledge of data, CQI, information systems and management
- An excellent knowledge of relevant CAS/industry computer applications i.e. Frontline, Fast Track, CPIN
- Valid G Driver's License and access to a reliable motor vehicle with appropriate liability insurance is required

*Please apply with your cover letter and resume by **February 15, 2019.***

*We thank all applicants however only those considered for an interview will be contacted.  
Preference will be given to candidates who are bilingual in French and English.*

*Family and Children's Services Niagara is an equal opportunity employer committed to inclusive barrier free recruitment and selection processes and work environments. We will accommodate the needs of applicants under the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise the Human Resources Department to ensure your accessibility needs are accommodated through this process.*