



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

[Regular Full-Time]

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:**

#### **Continuous Quality Improvement**

- Provides stewardship in agency data quality supporting both data creators and data consumers
- Seeks to innovate the processing of data, business work flows and systems where opportunities arise
- Reconciles and distributes data reports upon request
- Provides consultation and support to staff seeking to integrate continuous quality improvement or innovative strategies into processes and systems
- Analyzes for system upgrades or improvements when deficiencies are found
- 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 as Ministry directives, requirements and data definitions

#### **Data Maintenance**

- 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

#### **Maintain Integrity of Case Management System**

- Verifies accuracies of case management, database and records systems
- Creates and maintains electronic and manual filing, records and tracking systems; retrieves information; keeps confidential and other records; maintains filing system and rooms
- Verifies accuracies of case management, database and records systems, and ensures corrective action is taken to ensure effective data compilation and reporting
- Processes QIP reports as requested
- Applies methodology for auditing and analysis of cases, data entry patterns and compliance analysis

#### **Communication & Customer Service**

- Provides effective and timely customer service to all staff and seeks to develop professional working relationships across all sectors
- Provides wrap-around consultative services to staff seeking to input or access service data, navigate the case management system or integrate improvement or innovation in processes or systems
- Provides education and communication to staff seeking to understand and interpret data
- Clearly communicates the agency data profile across the organization
- Provides user-level maintenance to database systems out of scope of the case management system and assists staff seeking to report data outcomes
- Collaborates with staff across the organization on data or continuous quality improvement needs

- Consults in the development of case management software training as it relates to data quality and data entry
- Responds to telephone calls, email or other messages, directs messages, sets meetings and provides information and/or assistance and with urgency if required

**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 **July 24, 2021**.*

*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 welcomes candidates from racialized groups, First Nation Inuit or Métis persons, persons with disabilities, persons of any sexual orientation, and persons of any gender identity or gender expression. Accommodations are available for candidates with disabilities throughout the recruitment process in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA).*