



POSITION DESCRIPTION

POSITION TITLE: Information Systems and Data Coordinator

REPORTS TO: Executive Director

Revised: January 2018

1.0 PURPOSE:

As a member of the interdisciplinary team, the Coordinator is responsible for the proper functioning and upkeep of all technological equipment and services at the Niagara Falls Community Health Centre (NFCHC). In addition, this position will provide IT staff support and training for all aspects of NFCHC technology. The Coordinator will also be responsible for the NFCHC's security systems, data management needs and OSCAR EMR support.

2.0 COMMON RESPONSIBILITIES

- 2.1. Work in a manner that incorporates health promotion and recognizes the determinants of health.
- 2.2. Incorporate and strengthen collaborative and interdisciplinary teamwork.
- 2.3. Foster an atmosphere of equitable treatment, trust and open communication, seeking to understand other's needs, issues and expectations.
- 2.4. Respect and value the diversity of communities and individuals
- 2.5. Embrace the mission, vision and values of the CHC and assist in achieving the strategic direction.
- 2.6. Contribute to the CHC's activities to collect, analyze and report on data and relevant information, and participate in research, as appropriate.
- 2.7. Maintain competence and where applicable as per policy, a professional license and liability insurance to practice, as appropriate.
- 2.8. Support the CHC's student and volunteer placement programs.
- 2.9. Promote awareness of and participation in CHC's activities.
- 2.10. Contribute to the CHC's work by participating in meetings and committees.
- 2.11. Work during regular and extended hours of operation in locations identified by the CHC.





- 2.12. Contribute to the professional growth of other members of the multi-disciplinary team.
- 2.13. Contribute to the CHC's efforts to secure and maximize resources for current and new programs, services and activities.
- 2.14. Participate in the CHC's efforts to enhance its capacity through staff development.
- 2.15. Respect the rights, dignity and feelings of others; actively participate in Health and Safety to create a safe and respectful work environment that is free from harassment, discrimination and violence.
- 2.16. Work in a manner that ensures compliance with the CHC's privacy policies.
- 2.17. Work in a manner that preserves confidentiality and seeks to minimize risk.
- 2.18. Promote and Contribute to the culture of client safety at the CHC and recognize that patient safety extends past the patient's appointment at the CHC.

3.0 KEY OBJECTIVES

- 3.1. Provide the NFCHC with support and service for all IT needs and requirements
- 3.2. Responsible for maintaining and updating NFCHC's data, information and physical security systems
- 3.3. Managing EMR data and providing data reports as needed
- 3.4. Provide EMR support to all NFCHC staff including troubleshooting, reporting and customization
- 3.5. Provide training and educational sessions to all NFCHC staff as required
- 3.6. Involved in the future planning to technological improvements at the CHC and coordinate data and technological enhancements
- 3.7. Participate on committees to address internal and external data needs and perform other functions consistent with the job, as required

4.0 QUALIFICATIONS:

- 4.1. Undergraduate degree/diploma in a relevant discipline from a recognized College or University
- 4.2. Strong analytical skills combined with good customer service skills and flexibility
- 4.3. Database management
- 4.4. Proficient in group facilitation and education
- 4.5. Minimum 5+ years of direct work experience in an information systems environment.
- 4.6. Experience working in a CHC or primary care environment an asset.
- 4.7. IT specific certifications such as Network+ or Security+ an asset.
- 4.8. Knowledge and work experience with Exchange Servers and Terminal Servers.





4.9. Good communication and interpersonal skills

4.10 Excellent problem solving skills balanced by judgment to elevate and seek advice when required

4.11 Experience in consulting with stakeholders, clients, end users and executive staff on technical concepts and solutions

The above description reflects the general details considered necessary to describe the principal functions and duties as required for the job and shall not be construed as a detailed description or task list of all the work requirements that may be inherent in the job.

