

POSITION:	RESEARCHER DATA ANALYST
REPORTING TO:	SENIOR MANAGER, RESEARCH, EVALUATION & DATA SYSTEMS
JOB TYPE:	FULL-TIME, 5-MONTH CONTRACT (40 HRS/WK) – OPSEU BARGAINING UNIT
POSTED DATE:	NOVEMBER 5, 2020
APPLICATION DEADLINE:	NOVEMBER 12, 2020
EXPECTED START DATE:	ASAP
LOCATION:	TORONTO

ABOUT CHILD DEVELOPMENT INSTITUTE

Child Development Institute (CDI) is a leading children’s mental health agency in the City of Toronto offering a range of services to approximately 3,000 children ages 0-12, youth ages 13-18 and their families each year. Our mission is to promote and support the healthy development of children and to strengthen the families and communities in which they live. We provide four streams of service to families in need: early intervention, family violence, healthy child development and specialized mental health services for children and youth with learning disabilities.

ABOUT SNAP® PROGRAM

SNAP (Stop Now And Plan) is an evidence-based, cognitive-behavioural, gender-sensitive, manualized program that teaches children ages 6-11 with behavioural problems, and their parents, how to make better choices in the moment.

<https://childdevelop.ca/snap/>

POSITION SUMMARY

The SNAPiT team is seeking dynamic Research Data Analyst to assist with ongoing data configuration, the development of data reports and dashboards, and provide technical support to internal and external users. The SNAP Implementation Tool (SNAPiT) is a comprehensive database developed to track, monitor and evaluate the SNAP National Expansion Project. This expansion project has a goal of implementing 100 SNAP Affiliate sites across Canada by 2021.

The Research Data Analyst will also assist with migration of data, prepares and analyses large and complex data sets, and functions as a key member of the SNAPiT team. The position will be responsible for supporting a Client Relations Management System (CRM) that includes a Client Information System (CIS). This includes monitoring applications, generation of relevant reports, and integration of data across systems for the purposes of stakeholders reporting. The incumbent will also be responsible for analysing system specifications; executing test cases and reviewing results; and documenting and reporting the technical issues.

DUTIES & RESPONSIBILITIES

1. Supports the maintenance on the overall quality of the data in the CIS and other datasets as required;
2. Responsible for maintaining and updating datasets.
3. Document data processes and procedures for data base management and identify new processes to enhance data entry into system.
4. Provide system support and training to staff, including orientation for all new staff and follow-up training in response to changing data requirements for the CIS.
5. Support client system support activities; take ownership of all assigned tickets and provide support until issue is resolved, which might require communicating with developers if issue needs to be escalated for technical support.
6. Responsible for designing and executing test cases on system builds and/or enhancements; record results of tests and the resolution of issues.
7. Responsible for building statistical and narrative reports.
8. Develop and implement data entry monitoring that ensures data quality.
9. Identify, analyze and interpret data trends.
10. Supports the dissemination of data reports and dashboards for managers, stakeholders, and external partners.

11. Interpret data analyses for internal and external presentations and reports.
12. Summarize findings for professional and lay audiences.
13. May be invited to oversee the work of Researcher I, research volunteers, or students.
14. Assumes other responsibilities as may be assigned from time to time.

MINIMUM QUALIFICATIONS AND SKILLS

- Masters Degree in social sciences and/or at least five (5) years related experience or related equivalent.
- Knowledge of information management systems and research activities (principles and processes).
- Advanced Microsoft Office skills, particularly Excel and analytical platforms, including Power BI would be an asset.
- Advanced knowledge in computer software and database utilization/management (i.e. MS Excel, SPSS, and Sequel coding language).
- Experience writing SQL queries to analyze data.
- Previous experience in client support using a ticketing system is an asset.
- Strong facilitation skills to resolve issues internally and with external developers.
- Demonstrates ability to collaborate with multi-disciplinary team members, managers and government personnel.
- Excellent oral, written and communication skills.
- Strong analytical and problem solving skills.
- Good organizational skills and the ability to take initiative and work independently.
- Ability to manage multiple projects simultaneously with high degree of accuracy and attention to detail.
- Work independently and collaboratively to accomplish responsibilities, goals and projects.
- Demonstrated ability to maintain confidentiality.
- Be a dedicated and flexible team player able to interact with team members, and colleagues at all levels of the organization.
- Demonstrated ability to work in a respectful manner with groups from diverse backgrounds and experiences.

WORKING CONDITIONS

- Governed by concurrent and dynamic deadlines, despite conflicting priorities and frequent interruptions.
- Fast-paced work environment.
- Working from home during the COVID-19 pandemic.

COMPENSATION: \$61,633/annum

APPLICATION INSTRUCTIONS:

Please submit your chronological resume via e-mail to:

Child Development Institute annum

Human Resources

E-mail: careers@childdevelop.ca and mwalsh@childdevelop.ca

Thank you in advance for your interest. However, due to the volume of resumes received, only those candidates selected for interviews will be contacted.

DIVERSITY AND INCLUSION:

Child Development Institute is an Equal Opportunity Employer. We value inclusivity & diversity in the workplace. We actively encourage applications from members of groups with historical and/or current barriers to equity, including, but not limited to,

- *First Nations, Métis and Inuit peoples, and all other Indigenous peoples;*
- *members of groups that commonly experience discrimination due to race, ancestry, colour, religion and/or spiritual beliefs, or place of origin;*
- *persons with visible and/or invisible (physical and/or mental) disabilities; and*
- *persons of marginalized sexual orientations, gender identities, and gender expressions.*

We recognize that many of these identities intersect and that therefore, equity, diversity and inclusion can be complex. We value the contributions that each person brings, and are committed to ensuring full and equal participation for all in our community.

ACCOMMODATION:

Child Development Institute is committed to creating an accessible and inclusive organization. In accordance with the Accessibility for Ontarians with Disabilities Act, 2005 (AODA) and the Ontario Human Rights Code (OHRC). Child Development Institute will provide accommodations throughout the recruitment & selection process to applicants with disabilities. During any stage of the recruitment process, please notify Human Resources of the nature of any accommodation(s) you may require. Any information received relating to accommodation measures will be addressed confidentially.

All applicants are advised that offers of employment are contingent upon the successful completion of a Vulnerable Sector Check.