



Strategic Data Analyst Job Announcement

The Santa Cruz Community Health Centers (SCCHC) began as a women's health collective in 1974 with the mission of providing high quality health services and advocating the feminist goals of social, political, and economic quality. Now, 40 years later, we serve that same mission as a nonprofit Federally Qualified Health Center operating two separate sites: the Santa Cruz Women's Health Center in downtown Santa Cruz serving women and children; and our new East Cliff Family Health Center in Live Oak, serving everyone.

The SCCHC has a diverse patient population and an engaging and friendly work environment. Our caring and committed staff works as a team to fulfill our mission so that all of our patients have access to comprehensive, quality health care.

POSITION SUMMARY:

Santa Cruz Community Health Centers is an innovative leader in the use of data to improve clinic financial stability and patient outcomes and experience. The Strategic Data Specialist supports the business intelligence by running data on clinical, financial, and some operational aspects of the health center and producing reports and presentations on a daily, weekly, monthly, and quarterly basis. The position assists in supporting the relationship of data optimization to the current strategic plan of the organization, based on institutional mission, goals, opportunities, and priorities.

CLASSIFICATION: Full-Time, Salary, Exempt

REPORTS TO: Chief Information Officer

CORE JOB RESPONSIBILITIES:

Job Expertise

- Creates reports using various tools, R Studio, Tableau and SQL programming to extract data from existing databases in support of strategic goals and Performance Improvement and monitoring.
- Provides data and reporting support and assistance across all facilities and departments.
- Maintains work plan of reports to run daily, weekly, monthly, quarterly, or yearly.
- *e.g. dashboards, UDS, OSHPD*
- Document methodology to allow for better understanding and modification of reports.
- Supports those doing grant reporting by developing quality financial and clinical data reports.

- Collaborates with stakeholders on data validity and integrity, as well as types of data components available with data programs such as R Studio, eClinicalWorks, Unifi or Hadoop.
- Assist in implementation of new reporting tools as needed.
- Collaborate with EMR administrator to identify shared fields or updates.
- Participates in team focused on optimization and data quality. Duties may include audits of data or systems to look for defects and incomplete data and works with staff to develop path for remediation. Audits validity of data in the system through running other reports, checking against trends, and other specified mechanisms. Works with site managers to maximize quality of data collection as needed.
- Identifies and researches viable methods of collecting data to support performance improvement, grant development, and fiscal reporting that align with identified needs. Produces or trains staff in developing these reports (informatics).
- Attends and participates in staff meetings and in-service trainings as directed.
- Other duties as assigned.

Customer Service

- Provides patient-centered customer service at all times
- Demonstrates ownership, initiative, attention to detail, and follow-through
- Approaches problem-solving by focusing on patients first
- Advocates for care that best serves the patient
- Addresses customer complaints/problems in a timely manner

Communication Skills

- Oral and written communication is clear, concise, accurate, positive and respectful
- Demonstrates comprehension of oral and written questions, instructions, and information rapidly, thoroughly, and accurately
- Response to oral and written questions, instructions, and information is timely and appropriate
- Written communication is well-organized, legible, concise, neat, and in proper grammatical form
- Checks work related email and mailbox on a daily basis

Teamwork and Interpersonal Skills

- Dealings with others are characterized by fairness, courtesy, diplomacy, honesty, firmness, empathy and confidence
- Effective in offering support and assistance to others, in obtaining information from others, and in supplying information to others
- Demonstrates a positive attitude, flexibility and ability to develop effective relationships by helping others accomplish tasks and using collaboration and conflict resolution skills

Judgment and Problem Solving

- Uses critical thinking and common sense to analyze situations, make timely and valid decisions, and take appropriate actions

- Demonstrates good judgment in making decisions
- Resolves issues independently and only seeks assistance as needed

Reliability

- Completes assigned duties & responsibilities in an accurate, timely and efficient manner
- Arrives to work on time and maintains consistent attendance
- Follows instructions and appropriate procedures
- Maintains patient confidentiality as required by HIPAA

COMPETENCIES:

Accountability: Takes ownership for delivering on commitments; owns mistakes and uses them as opportunities for learning and development; openly discusses his/her actions and their consequences both good and bad; has an ability to identify strengths and developmental opportunities and leverages insight to make adjustments to improve their effectiveness; courage to have difficult conversations.

Clinical Skills: Stays up to date and knowledgeable on the clinical guidelines laid out in SCCHC policy and procedures.

Communicating Effectively: Shares information. Listens and involves others. Clearly conveys ideas in a manner that engages others and helps them understand and retain the message. Ability to manage competing demands, able to deal with frequent changes, delays or unexpected events and ensuring work responsibilities are covered when absent.

Patient/Customer Focus: Builds patient confidence, is committed to increasing patient satisfaction and engagement, assumes responsibility for solving patient problems, ensures commitments to patients are met, responds to internal customers.

Decision Making/Judgment: Approaches problems and decisions methodically and objectively; involves others as needed; uses sound judgment in making decisions and understanding the impact to themselves, customers, their team, and the organization; conducts the appropriate analysis to identify the symptoms and root cause of issues; makes timely decisions.

Leading Change: Supports people in their efforts to try new things; embraces change; maintains a constant focus on efforts to improve performance, quality and efficiency of work processes.

Results Orientation: Is focused on outcomes and accomplishments; follows through on commitments; can be counted upon to successfully execute on goals; motivated by achievement and a need for closure; has an attention to detail and is both efficient and effective in achieving a high level of measurable outcomes; persists in achieving goals despite obstacles.

QUALIFICATIONS

- Experience and proficiency in utilizing Tableau, R Studio and SQL to create reports and presentations.
- Bachelor's Degree preferred.
- 1-2 years of experience in data modeling or data warehousing preferred.
- Experience in public health or hospital data analysis strongly preferred.
- Familiarity with standard concepts, practices and procedures within health care, particularly primary care and community health centers, strongly preferred.

Skills & Knowledge:

- Experience with R-Studio, SQL, Unifi, Tableau, or other relational database and presentation tools.
- Excellent eye for details; can identify trends and patterns of information
- Sensitivity to and willingness to interact with persons of various social, cultural, economic and educational backgrounds.
- Proficiency with Microsoft Office applications including Outlook, Word, Excel and PowerPoint
- Strong organizational skills with ability to prioritize projects, work relatively independently, manage multiple tasks, and meet deadlines.
- Strong written and verbal communication skills.
- Strong interpersonal skills. Ability to work with people with a variety of background and educational levels.
- Ability to work independently and as part of a team.
- Good judgment, problem solving and decision-making skills.

SALARY AND BENEFITS

This is a full-time, exempt position. Competitive compensation & benefits package. Paid time off and paid holidays accrue from date of hire. Employer subsidized group health, dental and life insurance eligible on the 1st of the month, after 30 days of employment. Employer sponsored 401K retirement plan match.

APPLICATION PROCESS:

To apply, complete employment application. Download employment application on our [Careers page](#). Submit application and current resume with letter of interest not to exceed two pages to Human Resources. No phone inquiries, please.

THE SANTA CRUZ COMMUNITY HEALTH CENTERS IS AN EQUAL OPPORTUNITY EMPLOYER (W/M/V/D).