ST. LOUIS INTEGRATED HEALTH NETWORK
POSITION DESCRIPTION

Position Title: Data Analyst

Position Purpose: Reporting to the Director of Evaluation, Quality & Learning, the Data Analyst is responsible for data entry, data management, data analysis, and report creation for agency program activities and contracted work. This includes serving as Site Administrator for both Efforts to Outcomes and Dialog Health software. The Data Analyst will work closely with the other members of the IHN Evaluation & Quality team as well as internal IHN program management staff, including Care Transitions Initiative leadership and Re-Entry Community Linkages leadership.

About the Care Transitions Initiative:
The Care Transitions Initiative is comprised of three components:
• The Community Referral Coordinator Program
>   *Patient-centered intervention where CRCs work with patients/community members to assist in understanding and navigating outpatient care.*
• The P.U.L.S.E.™ Model
>   *Educational framework used to assist patients/community members understand the levels of care available in the community and when and how to engage. The P.U.L.S.E.™ acronym stands for: Primary Care, Urgent Care, Lifestyle Services, Specialty Care and Emergent Care*
• Transitions of Care Taskforce
>   *Cross-functional group of providers and health leaders focused on collaboration to improve care transitions across the healthcare system*

About the Re-Entry Community Linkages (RE-LINK) initiative:
The purpose of the Re-Entry Community Linkages (RE-LINK) program is to improve health outcomes for re-entrants in transition from jail to their communities. The targeted population are economically/environmentally disadvantaged reentrants that are discharged from jail to the community. The goals of the RE-LINK program are: (1) improved coordination and linkages among criminal justice, public health, social service, and private entities to address health care and health care access of community re-entrants; (2) reduce health disparities experienced by the reentry and justice-involved population; (3) increase access to needed public health, behavioral health, health care coverage, and social services; and (4) reduced recidivism.

Qualifications:

- Bachelor's degree from an accredited college or university with a curriculum or major field of study which provides substantial knowledge useful in data analytics, program evaluation, and administering databases is required. Advanced degree or training in related field preferred
- Minimum 2 years of work or advanced educational experience, preferably with database, outcomes management and data analysis in a non-profit setting
- Experience with Social Solutions Efforts to Outcomes (ETO) software is strongly preferred but not required
- Experience with REDCap software is strongly preferred by not required
- Solid technical ability, analytical thinking and project management skills
- Experience performing descriptive and inferential analyses on data using statistical software packages or coding languages such as SAS, R, and Python
- Advanced knowledge of Microsoft Office, especially data management in Microsoft Excel is required
- Experience creating data visualizations for diverse audiences. Aptitude in Tableau is preferred
- Ability to set limits and handle high pressure and/or sensitive situations and information
- Ability to communicate effectively with staff with varying degrees of technical expertise

- Operates standard office equipment efficiently to include: multi-line telephone system, facsimile machine, photocopy machine, calculator, computer/printer

Primary Responsibilities:

Data Management
- Support overall database management, serving as ETO Site Administrator and primary contact for ETO database needs and inquiries by staff and partnering organizations
- Manage web-based texting software including regular appointment data uploads, managing campaign templates, and responding to text responses from program participants. Responsible for regular reporting on texting software usage and success
- Support management of an online REDCap database used by internal and external partners
- Monitor the collection and entry of programmatic data and information
- Timely entry of monthly appointment outcome data when reported from Community Health Centers and other providers
- Regular data cleaning and validation to ensure data quality and integrity
- Monitor data clean-up efforts of IHN staff and partners

Data Analysis and Reporting
- Conduct data analysis for monthly metrics reports, program-specific quarterly reports, year-end reports for both organizational stakeholders, and other relevant reports or data summaries as requested by the IHN Leadership Team
- Design and prepare reports that effectively disseminates program information to appropriate stakeholders in a concise and timely manner
- Create effective data visualizations that tell stories and illustrate impact
- Conduct ad-hoc data analysis and create reports as requested by funders and IHN leadership team
- Ensure accuracy of data included in funding/grant proposals, reports, and marketing efforts

Support Internal and External Evaluation Quality
- Support of program and organization-wide Continuous Quality Improvement (CQI) efforts in partnership with the Evaluation & Quality Team
- Ensure security of all program data and support staff understanding of HIPAA in partnership with the Evaluation & Quality Team
- Serve in a supporting role for the Community Health Worker Regional Metrics Project initiative
- Center equity in all data practices
- Act as a champion of core outcome metrics and positively motivate internal and external team members to collect high quality data
- Establish and maintain a high level of customer service to internal and external stakeholders
- Advise internal and external team members on best practices in data collection, interpretations, and outcome evaluations

Competencies:

Incorporates basic competencies into all aspects of the position, including:

- *Organizational commitment:* Aligns own behavior with the needs and priorities of the organization.
- *Leadership:* Demonstrates confidence in serving as a champion in the formation and implementation of the IHN's objectives.
- *Service orientation:* Demonstrates a genuine desire to help others, especially those in need. Derives satisfaction from serving others. Understands people's needs and overcomes obstacles in serving them.
- *Attitude toward change:* Adapts to and works effectively with a variety of situations, individuals and

groups.

- *Personal effectiveness:* Takes initiative to do more than is required in a job. Expresses self-confidence in stating opinions and when called upon to make decisions.
- *Achievement motivation:* Sets challenging objectives and works to continually improve personal performance.
- *Learning orientation:* Values and seeks opportunities to learn. Collects and uses information relevant to work-based problems.
- *Interpersonal and team performance:* Builds and maintains positive relationships with people on the job. Listens effectively to understand others.
- *Values diversity:* Treats all people with respect; seeks and considers diverse perspectives and ideas; provides a supportive work environment for a multicultural workforce; shows sensitivity to individual differences; treats others fairly without regard to race, sex, color, religion or sexual orientation; engages in personal reflection and development to address unconscious bias, demonstrates no tolerance for micro-aggressions; recognizes differences as opportunities to learn and gain by working together.
- *Quality focus:* Minimizes errors and maintains high quality by checking or monitoring data and work, and be developing and maintaining systems for organizing work and information. Actively explores ways to improve quality of output.
- *Problem-solving effectiveness:* Uses data and analytical thinking to identify problems and develop solutions.
- *Task accomplishment:* Acts resourcefully to ensure that work is accomplished within specified time and quality parameters. Is able to focus effectively on more than one task or project at a time.
- *Proven track record and requisite skill set:* Has a demonstrated track record and/or possesses the requisite skill set required to accomplish the goals and objectives set forth by the IHN. The skills and expertise required include: health care financing, financial strategies, an understanding of the delivery of local health care, and an understanding of government, regulations, policy and programs.

Reporting Relationships: The Data Analyst reports directly to Director of Evaluation, Quality & Learning.

Hours: The Data Analyst role is a non-exempt full-time, 40 hour per week position. General office hours are from 8:00 – 5:00 Monday through Friday. Extended hours may be required as deemed necessary.

Work Environment: Employees are responsible for performing their duties in an environment that is free from discrimination, intimidation, coercion or harassment, including sexual harassment. Work is performed primarily indoors in an office setting. The noise level in the work environment is low to moderate. Travel is primarily local during the business day, although some out-of-the area travel may be expected. The employee is constantly required to talk, hear, and operate a computer and mouse. The employee is frequently required to walk, bend, twist, push, pull, reach above shoulder and use hands to finger, handle, or feel. The employee will occasionally lift and/or move up to 15 pounds. Specific vision abilities required by this job include close vision and distance vision.

- Note: Currently, this role requires remote working from home, or a hybrid of remote working and working at the primary worksite, due to COVID-19. The typical worksite is primarily at the IHN office and external meeting sites.

Starting Salary Range: The annual salary range for this position is $45,000 - $50,000 commensurate upon experience. Employee will be eligible for full benefits including medical, dental, & vision insurance, life and disability insurance, retirement program, paid time off, Employee Assistance Program, professional development/tuition budget, employment eligible for public service loan forgiveness through the Dept. of Education, and periodic review for incentive pay based on organizational and personal achievement.

Application Instructions:
Please send cover letter, resume, reference list, and salary requirements by e-mail to:

HR@stlouisihn.org
Subject: St. Louis Integrated Health Network – Data Analyst

About St. Louis Integrated Health Network:
MISSION OF THE INTEGRATED HEALTH NETWORK
The IHN, through collaboration and partnership, strives for quality, accessible, and affordable healthcare services for all residents of Metropolitan St. Louis, with an emphasis on the medically underserved.

IHN GUIDING PRINCIPLES
Our guiding principles reflect our most important organizational commitments. They underscore our priorities and inform the decisions, actions and agendas of our leadership and staff. Practiced with fidelity, these principles help to ensure the alignment of our mission and operations. We hold ourselves accountable to these principles and we seek partners who share our commitments to our principles.

Health Equity • Patient-Centered Orientation • Accountability • Outcome-Focused Decision Making • Innovation