

# Quality Data Analyst Tompkins County

**Department:** Mental Health Department

**Classification:** Competitive

**Labor Grade:** White Collar Grade 15

**Approved:** 7/21

**Revised:** 4/24

**By:** HB, Deputy Commissioner of Human Resources

## **MINIMUM QUALIFICATIONS:**

1. Graduation from a regionally accredited or New York State registered college or university with a Master's Degree in Public Administration, Public Health, Public Health Informatics, Policy Analysis, Statistics, Data Management Computer Programming, Epidemiology or a closely related field; **AND** two (2) years paid full time or its part time equivalent experience involving database design and maintenance, performing quality checks on data systems, data systems documentation or similar data and information technology responsibilities; **OR**
2. Graduation from a regionally accredited or New York State registered college or university with a Bachelor's degree in Public Administration, Public Health, Public Health Informatics, Policy Analysis, Statistics, Data Management Computer Programming, Epidemiology or a closely related field, **AND** four (4) years paid full time or its part time equivalent experience involving database design and maintenance, performing quality checks on data systems, data systems documentation or similar data and information technology responsibilities; **OR**
3. Graduation from a regionally accredited or New York State registered college or university with an Associate's degree in Public Administration, Public Health, Public Health Informatics, Policy Analysis, Statistics, Data Management Computer Programming, Epidemiology or a closely related field, **AND** six (6) years paid full time or its part time equivalent experience involving database design and maintenance, performing quality checks on data systems, data systems documentation or similar data and information technology responsibilities; **OR**
4. An equivalent combination of education and experience as defined by the limits of (A), (B), and (C) above.

**Tompkins County is Committed to Equity and Inclusion. We encourage those with similar values to apply.**

## **DISTINGUISHING FEATURES OF THE CLASS:**

This position is located in the Tompkins County Mental Health Department and is responsible for developing and analyzing data from various sources, generating useful information about Mental and Public Health programs and service in order to achieve the mission of the department and address health equity. The Quality Data Analyst will work collaboratively with Mental and Public Health Programs to support regulatory requirements, internal and external reporting needs, and performance metrics. The Quality Data Analyst will understand how to create and maintain measurement methods, collect and synthesize qualitative and quantitative data, and interpret relevant patterns and trends in order to meet the needs of Quality Assurance and Improvement Department, facilitating continuous quality improvement (CQI) throughout the organization. Duties include organizing and managing large and varied data sets, analyzing metrics, optimizing reporting, validating data, designing data dashboards, and identifying key performance indicators. The Quality Data Analyst is responsible for the development and preparation of data to support data driven decision making, providing data visualization and detailed reports for internal and external stakeholders. The employee reports directly to, and works under the general supervision of the Quality Assurance and Improvement Coordinator. Does related work as required.

## **TYPICAL WORK ACTIVITIES:**

- Collects, organizes, utilizes and reports on all available data sets, including the organization's Electronic Health Record data, as well as external data interfaces including but not limited to RHIO, PSYCKES, and regional partner data warehouses;
- Supports the use, development, and implementation of the organization's Electronic Health Record;
- Explores, identifies and defines new data sets and as appropriate incorporates these to support departmental goals;

- Utilizes a continuous quality improvement framework and data analytics to optimize data integrity, accuracy, and accessibility;
- Creates data collection systems and visualizations utilizing available platforms and software including but not limited to Excel, Power BI, and Microsoft 365;
- Creatively problem solves to meet ad hoc reporting needs for stakeholders within requested timeframes;
- Integrates external data systems (eg. PSYCHES, RHIO, NYS Prevention Agenda) for benchmarking and reporting requirements;
- Develops, adapts, and monitors, and periodically reports on organizational metrics; explores relationships between service delivery and data trends, conducts root cause analysis, identifies data anomalies, and supports quality improvement DMAIC/PSDA cycle;
- Relates and Integrates data metrics with organizational policies and procedures, supporting effective service delivery and regulatory compliance;
- Evaluates system performance and design, identifying system enhancements, validating data, and troubleshooting data discrepancies;
- Collaborates with program staff to understand service delivery needs and optimizes user friendly data collection;
- Communicates professionally and clearly with colleagues and stakeholders;
- Collaborates with program staff to identify, develop and verify data targeted to specific departmental goals or needs.

### **KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:**

- Ability to think strategically, analyze and interpret information;
- Ability to troubleshoot issues, provide quantitative evidence, and communicate organizational impact;
- Expertise with data platforms building and maintaining visualization including data dashboards, familiarity with Power BI, Excel, Microsoft 365, and ability to learn and adapt to various technologies, interfaces, and applications;
- Expertise manipulating large and diverse data sets, interpreting data trends, validating reports, and effectively utilizing multiple data sources, familiarity with NY State mental and public health data systems;
- Strong experience in documenting the data requirements, data strategy, data rules (standardization, cleanse, and validation);
- Strong ability to summarize and communicate data in accessible language, supporting programmatic needs and data driven decision making;
- Strong ability to present data to external stakeholders, including community partners and other Department heads and directors, to support the mission of the organization;
- Considerable level of autonomy and independent judgement;
- Ability to adhere to departmental strategy and follow direction while maintaining discretion over responsibilities assigned;
- Strong ability to work within the Department and across departments to collaborate and share data on overlapping work projects and initiatives;
- Considerable interpersonal skill sets to communicate effectively with diverse staff both internally and external to the department;
- Strong ability to manage changing and competing priorities, extremely tight deadlines, and rush orders for multiple stakeholders, balance consistent reporting for quality assurance, data development for quality improvement, and timely responses to ad hoc reporting needs;
- Strong ability to maintain professionalism, integrity, and objectivity in various work scenarios, maintain confidentiality and uphold protected health information standards;
- Familiarity with regulations and standards of care affecting mental hygiene and health activities;
- Professional emphasis on providing quality community services and improving health inequities;
- Considerable visual effort and strain required to perform job activities (eg. Computer work);
- May require contact with patients, clients, community members to collect feedback and qualitative data.

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