

### Data Coordinator

We seek someone who can tell our story through data.

West Neighbourhood House, formerly St. Christopher House, is a multi-service, neighbourhood-based agency that has served the diverse communities of downtown west Toronto since 1912. The central purpose of West Neighbourhood House is to enable less-advantaged individuals, families and groups in the community to gain greater control over their lives and community. Our programs are delivered annually to approximately 16,000 people of all ages by a dedicated team of approximately 235 staff and over 1,000 volunteers.

Reporting to the Manager of Operations, the Data Coordinator position is a House-wide resource to support programs with their data quality and data analysis.

#### Responsibilities:

- works with program staff and management to develop clear and evidence-based reports about outcomes and impacts to various audiences, including program participants, the Board of Directors, and funders;
- provides training and problem-solving for program staff who are collecting and inputting data in order to improve data quality and efficiencies in data collection;
- regularly reviews and audits data, including data compiled House-wide;
- analyzes data to identify data quality issues and trends and provides clear reports, including mapping;
- works with the Manager of Operations and IT consultants to improve choices of databases and the best uses of databases and relevant software, including creative applications such as “patient reported outcome measures”;
- provides backup IT support to staff by liaising with IT contractor in the absence of the Operations Manager;
- as part of the administration team, assists other Managers and Unit Directors as needed, including identifying and recommending improvements and new business processes;
- participate in staff meetings, House committees, events and other activities;
- other duties as required.

#### Qualifications:

- education and training equivalent to an undergraduate degree in information science, public administration, evaluation, or a related field;
- significant experience working with data in human services (e.g. health, social services);
- deep knowledge of mainstream databases and familiarity with databases used commonly in community services (e.g. Canesto/Alayacare CIMS, OCASI’s OCMS, etc);
- ability to train and support others in efficient and accurate data collection, data analysis, and reporting;

## Internal Job Posting

- excellent interpersonal skills including teamwork, good communication skills, and an ability to work respectfully with diverse people with varying degrees of comfort and training regarding data management;
- rigorous approach to the use of qualitative and quantitative data;
- an understanding and commitment to privacy and confidentiality;
- meticulous attention to detail and ability to organize and manage work;
- demonstrated experience of and initiative for trouble-shooting;
- ability to travel between locations.

**Status:** Permanent Full Time  
**Start Date:** April 1, 2019  
**Hours:** 35 per week  
**Rate:** \$25.50 (under review)  
**Immediate Supervisor:** Manager of Operations  
**Posting Date:** March 5, 2019  
**Closing Date:** March 12, 2019  
**Note:** West Neighbourhood House provides accommodation during all parts of the hiring process, upon request, to applicants with disabilities. Applicants should make their needs known in advance.

**Please send resumes by 5:00 pm on the closing date to:**

Manager of Operations  
248 Ossington Avenue  
Toronto, ON  
M6J 3A2  
[normafr@westnh.org](mailto:normafr@westnh.org)