

CITY OF HAMILTON

PUBLIC HEALTH SERVICES

(FAMILY HEALTH DIVISION – HHBC - LOCATION - 110 KING STREET WEST, 2nd FLOOR)

HCD ISCIS SPECIALIST - CUPE 5167

SUMMARY OF DUTIES:

Reporting to the Healthy Babies, Healthy Children Program Manager, responsible for Healthy Child Development (HCD) Integrated Services for Children Information System (ISCIS), the HCD ISCIS Specialist supports and is accountable for both data entry and documentation of service provision in ISCIS by staff within the Family Health Division. In consultation with Program Managers, the HCD ISCIS Specialist designs, tests, executes, analyses and interprets program reports through the HCD ISCIS Reporting Sub-System (IRSS) and administers and interprets standardized operational reports within the HCD ISCIS application. The HCD ISCIS Specialist also supports the ongoing development of the HCD ISCIS database by testing the functionality of both the HCD ISCIS and IRSS application upgrades prior to provincial release.

GENERAL DUTIES

Assumes overall responsibility for the accuracy of data entry (adherence to business rules and processes), documentation of services provided using the provincial HCD ISCIS application for all HBHC screens and services provided through the Healthy Babies Healthy Children (HBHC) program.

Liaises with Program Managers to understand their needs for service delivery statistics and service level trending. Designs, tests, runs, analyses and interprets program reports for program managers through the ISCIS Reporting Sub-System (IRSS). Executes and interprets pre-formatted management reports through HCD ISCIS.

Works with the designated Program Manager(s) to provide orientation and ongoing training to PHS staff and program secretaries to develop core competencies in use of the HCD ISCIS application. Supports training needs of program managers to ensure understanding of the HCD ISCIS application and correct interpretation of monthly IRSS reports.

Maintains the HCD ISCIS Training Database in Hamilton by ensuring the Hamilton training database is current. Tests the training environment in the lab prior to sessions to ensure staff participating in the training will have a “hands on” training experience.

Updates HCD ISCIS Training materials for PHS staff and FHV program and provides HCD ISCIS users with written summaries of HCD ISCIS Release Updates so that they are aware of new features of the software upgrades.

Identifies data entry/service documentation errors of Public Health Nurses and program secretaries within the Family Health Division. Works effectively with staff to correct data entry errors, record missing information and ensures adherence to Business rules and processes.

Monitors data quality for the Family Home Visitor (FHV) component of the HBHC program. Reviews data input by the Family Home Visitors to correct data entry errors, record missing information and ensure adherence to business rules and processes. Provides training to the FHV program staff and ongoing support to the external FHV Manager responsible for FHV service delivery.

Monitors quality of data/documentation of all service delivery within HBHC by developing an audit system and completing audits of client files prior to discharging active files. Reviews client records for accuracy and completeness. Ensures PHS Interim Records Retention policy is adhered to for all HBHC client records in HCD ISCIS.

Conducts Pre- Testing of the HCD ISCIS and IRSS provincial application upgrades to identify “bugs” and system deficiencies in the new releases prior to going live. Provides comprehensive feedback to the Province regarding

system upgrades prior to release to ensure maximum efficiency and ease of use of the system upgrades.

Co-ordinates the process of Provincial HCD ISCIS and IRSS upgrade releases with City of Hamilton IS support.

Provides the first point of contact, technical support for both hardware and software to all users of the HCD ISCIS Program.

May assist with HBHC screen processing for Continuous Quality Improvement (CQI) requirements.

Populates the CQI data templates for MCYS from IRSS data reports and participates in the ongoing CQI process, monitoring improvements and identifying deficiencies.

Reviews open data files from MCYS and provides input to the HBHC program managers regarding the accuracy of MCYS data files provided to the City of Hamilton prior to release.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Perform other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Previous experience in the routine operation of a business office.
2. Demonstrated advanced knowledge and practical experience in database software and user support.
3. Must possess advanced computer skills including proficiency in Microsoft Office including Outlook, Word and Excel, and database platforms including report generation and analysis; experience in HCD ISCIS and COGNOS strongly preferred.
4. Must be able to design, run and interpret service delivery reports for Program Managers using database software (IRSS experience is preferred).
5. Must have excellent problem solving skills to identify and correct root causes of data errors and inconsistencies of statistical reports.
6. Must have a high degree of expertise in data entry processes and the ability to monitor HCD ISCIS data entry/ documentation of service provision in order to maintain a high degree of quality control.
7. Strong knowledge of Continuous Quality Improvement cycles and proven ability to identify quality control issues and make recommendations to program managers that will correct errors and ensure high quality data within the system.
8. Must have excellent interpersonal and communication skills that are required to work effectively with staff both individually and in training settings.
9. Must understand and adhere to applicable parameters of PHIPA.

NOTE:

The successful candidate will be required to provide immunization records, which may include TB testing prior to the start of employment to meet the requirements of the Staff Immunization and Surveillance Policy and Procedure