CITY OF HAMILTON

HEALTHY & SAFE COMMUNITIES DEPARTMENT
(PUBLIC HEALTH SERVICES – EPIDEMIOLOGY, WELLNESS & COMMUNICABLE DISEASE CONTROL – LOCATION - TBA)

CCM SYSTEM COORDINATOR

SUMMARY OF DUTIES

Reporting to the Manager, Business Operations, the Case & Contact Management (CCM) System Coordinator will maintain Public Health Services' CCM Work Instructions based on the Ontario Ministry's guidelines, participating in all Ministry updates about the CCM software and working the various program units to implement resulting change management processes. This position will also maintain quality assurance (QA) of the data entered into CCM by working closely with the System QA team and providing input into their reports.

GENERAL DUTIES

Manage and maintain CCM related work processes based on Ministry guidelines and internal operations. Ensure that any unintentional impacts are assessed and addressed, and impacted groups are consulted.

Develop and maintain quality assurance standards and procedures for the effective maintenance of the CCM System.

Investigate and address CCM related issues as identified by leadership, reporting, superusers, frontline staff.

Address questions/clarifications/issues/enhancements from designated staff (Leadership, Reporting, Superusers), submitting tickets and requests to the Ministry as a Hamilton CCM PRC.

Ensure timely dissemination of CCM functionality issues or internal process issues to relevant groups.

Manage and maintain CCM Quality Assurance by engaging with the System QA team.

Participate in the CCM Users Working Group, and the OLIS Subgroup. Identify and share enhancements, issues, and provide input on behalf of Hamilton Public Health.

Participate in Ministry information sessions and trainings, consider impacts and opportunities to leverage updated CCM Functioning.

Project coordination of CCM functionality implementation as identified.

Develop, foster and maintain effective working relationships with COVID teams, leadership and superusers to ensure effective integration of processes into the CCM Work Instructions.

Perform other duties as assigned which are directly related to the responsibilities of this position.

QUALIFICATIONS

1. A University Degree or Community College Diploma in Computer Science, Health Sciences, Public Health Sciences and/or equivalent combination of related qualifications and related work experience.

2. Knowledge and understanding of Ministry COVID Related Guidelines (including but not limited to CCM Data Entry Guidelines, Data Entry Scenarios, Data Standards Best Practices).

3. Knowledge and demonstrated experience with Ministry Case and Contact Management System (CCM).

4. Well-developed project and time management skill. Ability to concurrently manage a variety of projects and priorities.

5. Adept at proactively identify Internal and Ministry needs for CCM System Quality Assurance, including new reports that require development, and prioritization of new and existing reports.

6. Ability to identify and communicate organizational issues pertaining to making improvements in COVID internal processes and CCM System functionality.

7. Ability to synthesize information from a wide range of Ministry guidelines, and program processes.

8. Demonstrated organizational skills, solution-oriented / problem-solving and decision-making skills.

9. Excellent written and oral communication skills. Demonstrated knowledge translation and plain writing skills.

10. Demonstrated ability to work both independently and in a group.

11. Highly developed interpersonal skills. Ability to interact and communicate effectively with all organizational levels and with external stakeholders.

THIS POSITION REQUIRES A VALID CLASS "G" DRIVER'S LICENCE AND PROOF THEREOF IS REQUIRED AFTER HIRE.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.

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