

EMPLOYMENT OPPORTUNITY



DATA ANALYST / REFERRAL COORDINATOR **Greater Flint Health Coalition – Flint, MI**

Greater Flint Health Coalition (GFHC) is seeking a Data Analyst / Referral Coordinator.

Overview:

Genesee CHAP is an innovative, collaborative medical home program, serving Genesee County & Flint area children ages 0-18 years with Medicaid insurance. Genesee CHAP uses a multi-disciplinary, community and clinically-based team to link families with a medical home (primary care physician), health behavior, mental health, lead, and asthma education, transportation to medical home visits, interpreting services, and community resources to effectively address the social determinants of health.

This position will provide the opportunity to make an impact as a key part of the Genesee CHAP team. The Coordinator will track and manage all referral content, program performance data, and client contact/outcome metrics, aiming to provide outstanding community-based service to residents that improve health outcomes as well as supporting provider and system level outcomes for the region's largest patient centered medical homes and health plans. In this role, you will provide reporting and actionable analysis to support operations and drive constant improvement in our client's experience. You will work with a variety of internal and external groups, enabling you to expand your knowledge and experience, and gain broad exposure to the organization. Genesee CHAP is both client focused and data driven, so your input will be highly valued.

In this position, Genesee CHAP is seeking a candidate who loves numbers, loves business, loves data and loves mixing all three to make a positive impact on the community's health and the creation of healthcare provider and system level improvements. You will interact with a wide-range of people in a fast-paced environment where constant change is the norm. You will spot trends in data, provide clear reporting on program performance, establish metrics, reconcile data, create methods of error checking, review analytics, and propose, implement and measure strategies to improve the experience of client families referred to Genesee CHAP. Your work will support effective clinical decision making, ensure effective community linkages, improve efficiency and care delivery, foster information sharing, and make knowledge and data actionable.

Daily responsibilities will include data compilation and analysis, database management, reporting, best-practice research, procedure maintenance, development of communication materials, and program documentation to support GFHC strategic plans. Flexibility and a commitment to continuous learning will be required of the successful candidate

Primary Responsibilities:

- Serves as the primary Data Analyst supporting the Genesee CHAP team.
- Collects, processes, and assigns in-bound referrals to appropriate team members by content while ensuring entry / reconciliation in program databases.
- Data entry and analysis.
- Owns the maintenance of ongoing metrics, reports, analyses, dashboards, etc. to drive key programmatic decisions.
- Formulates new internal processes and analytical reports to improve information resources.
- Gathers data from departments; updates periodic reports; analyzes statistical data to identify and correct errors and to evaluate general content.
- Uses advanced business unit knowledge, proactively researches requests for assistance and recommends solutions or process improvements that will meet program needs.
- Performs review analyses, including accumulation of data, forecast modeling, reporting and monitoring of responses.
- Develops ad-hoc reports to conduct data analysis and validation.
- Analyzes trends to recommend process and/or operational improvements.
- Researches methodologies and conducts advanced metric reporting.
- Evaluates programmatic impact of implemented initiatives.
- Creates scripts to automate repetitive tasks, where appropriate.
- Manages timelines, activities, documentation, and deliverables while maintaining alignment with program objectives and work-plan requirements.
- Participates in quality assurance, continuous improvement efforts, identifying system and process issues.
- Supports the mission, vision, values and key strategies of the Greater Flint Health Coalition and development of collaborative relationships with the organizations that interface with the program
- Designs data acquisition methods
- Assesses results
- Analyzes trends
- Other duties and responsibilities as assigned.

Qualifications & Experience Required:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

- 2+ years of experience in relevant health care or business domains, including healthcare information management, data warehousing and business intelligence tools, techniques and technology, or experience in analytics, business analysis or comparable consumer analytics solutions.
- Bachelor's degree in Public Health, Computer Science, Engineering, Math, Statistics, Business, or related discipline.
- Knowledge of data warehousing concepts.
- Knowledge and direct experience using databases and business intelligence reporting tools.

- Competent in SQL, Microsoft Office computer applications (including Word, Excel, PowerPoint, and Access), internet usage, and use of office machines.
- Prioritization, multi-tasking, and organization skills and a strong attention to detail.
- Demonstrates a high level of critical thinking and problem solving skills in order to make sound assessments, implement plans and re-evaluate program outcomes.
- Maintains a high level of confidentiality and acceptance of diverse populations.
- Demonstrates a high level of cultural competency in the daily performance of duties
- Demonstrates ability to work within a team-based environment; is flexible with schedule, tasks and settings; complies with organizational, state and federal rules.
- Demonstrates excellent customer service performance on all contacts with internal and external customers, with attitude and actions that are consistent with Genesee CHAP's culture.
- Demonstrates interest and ability in continuous quality improvement; receptive to feedback.
- Knowledge of HIPPA and prior experience in a health care setting a plus.
- Excellent interpersonal, written and oral communication skills and an ability to present self in a courteous, tactful, and professional manner.
- Considerate, attentive, and punctual.
- Demonstrated ability to take initiative and to work proactively, both independently and in teams; excels in an open office environment.
- Great passion for the mission, vision, and values of the Greater Flint Health Coalition and able to promote both internally and externally.
- Motivated.

Reports to: Senior Program Director

Job Status:

Full Time, Salary; Monday through Friday, 8:30 a.m. to 5:00 p.m. on average with occasional early morning meetings

Compensation:

Greater Flint Health Coalition's collaborative work environment emphasizes teamwork, personal commitment, integrity, and success. In addition to the meaningful and groundbreaking work to improve health on a community-wide level, GFHC offers a competitive salary commensurate with experience. Benefits include paid time off, holidays, medical, vision, and dental benefits plus life & disability insurance paid 100% by employer for employee, 403b (5% employer contribution), and more.

About Greater Flint Health Coalition:

Greater Flint Health Coalition serves as the neutral convener and backbone organization for public health and healthcare collaboration between Flint & Genesee County hospitals, physicians, insurers, businesses, government, public health, schools and colleges, nonprofits, and citizens. We work to improve the health status of area residents, and improve the quality

and cost effectiveness of the healthcare system in our community. For more information on the GFHC and our work, please visit our website <http://www.gfhc.org>.

To apply, please submit the following Application Materials:

Qualified applicants please submit (a) cover letter (addressing how candidate meets qualifications), (b) resume, (c) salary history, and (d) employment references via email to jobs@flint.org, c/o Greater Flint Health Coalition, Attn: Human Resources, 519 S. Saginaw Street, Suite 306, Flint, Michigan 48502. In the subject line of your email, please write "Data Analyst / Referral Coordinator".

This position is open until filled.

Full posting also listed at <http://www.gfhc.org>.

NO PHONE CALLS PLEASE.

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