

LOFT Community Services is committed to reflecting and responding to the diversity of the service users and communities we serve. Applications are encouraged which indicate diversity in culture, race, sexual orientation, gender identity and experience that reflects the clients we serve.



BUSINESS ANALYST

1 Full Time Permanent Position

DATE: December 08, 2019

LOCATION: Downtown Toronto

JOB SUMMARY

The Business Analyst will work with the other members of the Administration and System Management team to meet the business and reporting needs of LOFT staff, program directors, and senior management. The individual will provide the necessary support in the development and maintenance of all reporting, analytics and quality improvement initiatives.

Main Responsibilities:

- Support decision-making, through the development and ongoing maintenance of strategic and operational reports, key performance indicators, dashboards, and executive summaries;
- Work with program directors to identify performance gaps and establish and follow-up on action plans;
- Design blueprint and provide recommendations for new reports to turn data into actionable insights for key stakeholders;
- Manage, prioritize and deliver ad-hoc reporting requests using internal and external datasets;
- Bridge the gap between the technical and program functions by translating requirements both ways;
- Support reporting and technology projects by leading the requirements gathering process; create and manage appropriate documentation (e.g. functional specifications, use cases, user stories, workflow diagrams);
- Conduct feasibility analysis, work with stakeholders to identify alternative solutions to meet end-user needs;
- Support director in building a culture of quality and continuous improvement by helping to increase LOFT's quality improvement capacity;
- With the focus on continuous improvement, conduct ongoing quantitative/qualitative analysis; proactively assess results and identify and explain unanticipated variations from targets/budgets and provide improvement recommendations;
- Support quality improvement projects by leading exercises e.g. process mapping (value stream mapping, fishbone, SIPOC), root cause analysis, etc.;
- Work closely with project leads and sponsors to define project business and technical requirements, scope and objectives;
- Use PMBOK guide and principles to plan, execute and deliver IT, reporting and quality improvement projects within the Administration and System Management team;

QUALIFICATIONS

- Undergraduate degree in related field (analytics, statistics, epidemiology, health informatics, or equivalent) required.
- A minimum of 3 years relevant work experience.
- Understanding of Ontario healthcare system, organization, policies, and data structures.
- Experience in data analysis, reporting, and the ability to translate information into a convincing written argument or business case.
- Experience in translating business requirements into technical and reporting requirements.
- Ability to organize and work with large data sets.
- Experience with Microsoft Office tools including Excel, Word and PowerPoint required. Skilled in creating products (e.g. Reports, presentations) for multiple audiences.
- Demonstrated experience with process mapping tools and techniques.
- Strong organizational skills with the ability to manage multiple tasks in parallel; strong problem-solving skills and demonstrated ability to think critically and strategically.
- Detail-oriented and process-driven with a demonstrated ability to consistently and effectively produce high quality work.
- Excellent oral and written communication skills; ability to explain complex concepts in a manner which is simple and easy to understand.

- Proven team player with strong interpersonal skills including ability to resolve conflicts, diplomacy, achieve consensus and able to work comfortably with staff and external stakeholders, including clinicians.
- Innovative thinker with the ability to develop creative solutions to complex problems.
- Demonstrated ability to work in matrix structure, but with minimal supervision as a self-starter.
- Familiar with Quality Improvement/Lean principles and methodologies.
- Lean/Quality Improvement certification is an asset.
- PMP certification is an asset, MS Project experience is an asset.
- Experience in healthcare is an asset.
- Experience in writing business case / proposals is an asset.

TO APPLY: Send resume and covering letter to Email: hr@loftcs.org

CLOSING DATE: Thursday January 17, 2019 by 5:00 pm

PLEASE PUT THE FULL JOB TITLE IN THE SUBJECT BAR OF ANY EMAILS AND ON YOUR COVER LETTER.