



Job Title: Clinical Workflow and Performance Analyst
Program: Programs & Clinical Services
Reports to: Performance Manager, Programs & Clinical Services

Responsibilities

- Provides valid and reliable reports on program performance and service reviews in the area of Programs & Clinical Services
- Identifies and documents performance improvement opportunities within Programs & Clinical Services aimed at improving client outcomes, reducing ineffective resources, and increasing both quality and impact of client services
- Provides research and analysis to determine scope, feasibility and impact of implementing initiatives
- Assists with the design, implementation, and monitoring of initiatives aimed at improving service efficiencies and effectiveness
- Identifies opportunities to streamline workflows, improve system functionality and increase value-add activities
- Analyses data and activity to understand emerging trends, patterns and common themes
- Understanding the service and the implications of the trends, recommending actions as required
- Provides analysis from reports and tracks progress associated with key metrics
- Supports initiatives to deliver service improvements
- Participates in meeting accreditation standards
- Performs other tasks as assigned by management

Requirements

- Bachelor degree in a related area of study and a minimum of three years of work experience related to in-depth knowledge of operational processes or equivalent combination of education and experience
- Extensive knowledge of the health care system and mental health system
- Demonstrated ability to rapidly acquire knowledge of the workflow of an organization
- Effective attention to detail and a high degree of accuracy
- Strong ability to problem solve, self-motivate and work independently
- Ability to collaborate at all levels of the organization
- Strong analytic skills and ability to suggest resolutions
- Ability to develop and maintain positive relationships with community partners and represent the agency in a professional manner at all times
- Strong communication (written and verbal) and interpersonal skills with the ability to communicate clearly and concisely with various levels of management
- Excellent time management, prioritization, organizational and planning skills
- Advanced proficiency with MS Office (Word, Outlook, Excel and PowerPoint), electronic medical records and the Internet

Application Procedure

1. Forward cover letter and resume to: recruitment@cmhadurham.org
2. Deadline for resumes is **May 31, 2019**