

## **JOB DESCRIPTION**

### **Senior Data Analyst**

#### **Job Summary**

The Senior Data Analyst performs functions that are integral to internal oversight of Pathways' business operations and programs. The Senior Data Analyst will provide data-driven insight to the organization's decision makers. This position will manage implementation of data projects, research data management resources, perform ongoing data analyses of child welfare and behavioral health services data related to positive outcomes and wellbeing, as well as analyses related to overall agency wellbeing. The Senior Data Analyst will create data dashboards for agency use, maintain strong relationships with other data experts in the child welfare and behavioral health field, and provide data management-related technical assistance and recommendations, as needed. This position reports to the CEO initially.

#### **Responsibilities**

##### ***General:***

- Contributes to Pathways' mission, vision, and program philosophies by way of work product and professional behavior with both internal and external consumers
- Adheres to all current federal & state laws, as well as Pathways' Policies and Procedures, including the safeguarding of confidential protected health information and compliance with the Health Insurance Portability & Accountability Act (HIPAA)
- Demonstrates an awareness, appreciation and respect for diverse cultures and individual differences of clients and fellow employees; identifies culturally relevant issues and implements communications in a manner appropriate to them.
- Reports immediately any suspected incidents of child abuse or neglect to his/her immediate supervisor and the Child Abuse Hotline and document the incident within 24 hours (1-800-252-5400)
- Participates actively in agency quality assurance activities including performance and outcomes review, case record review, stakeholder satisfaction review, incident review, and improvement planning.
- Establishes relationships and communicates with clients, caseworkers/probation officers, family members, and staff
- Attends department/agency meetings
- Attends trainings related to the responsibilities of the position
- Completes other duties as assigned

##### ***Essential Duties:***

- Identifies business intelligence, reporting, and data analysis needs of the organization.
- Identifies, collects, processes, and analyzes internal and external data relating to various organizational functions and programs.
- Creates comprehensible and usable information and uses techniques and tools such as diagrams, graphs, and reports to convey information to internal and external stakeholders.
- Experience and comfort in working in various database software and web-based reporting tools.
- Working knowledge of statistical methodologies, data analysis techniques, data management, dashboards, modeling, querying, and workflows.

- Understands best practices of analytical techniques, engages in organized information gathering, understands cross-functional requirements, and is able to present findings to all levels of management and to the Board of Directors, as appropriate.
- Performs basic and complex data analyses on both quantitative and qualitative data relevant to the agency's business and business policies and practices.
- Monitors agency data quality daily and ensures operational and program data is complete and accurate.
- Works with the organization's program data staff, consultant and software vendors to thoroughly understand the intricacies of the organization's electronic records management software systems, how they operate and ways to improve, data collection and the related processes.
- Implements solutions that support data governance, data fidelity and quality initiatives, dashboards, and data transformation through modeling, querying, and workflows.
- Accesses publicly available child welfare data from multiple sources and analyze in a manner that provides clear and understandable information to internal and external stakeholders.
- Completes other duties as assigned.

**Supervisor:** President/CEO

**Supervises:** N/A

**Work Environment:** Flexible

**Work Hours:** This is a full-time, minimum 40 hours per week position. 8:00 am – 5:00 pm, with some weekend, holiday, and evening hours required from time to time

**Classification:** Exempt

### **Education & Experience**

- Relevant Bachelor's degree in a social service or analytical field (preferred) such as Social Work, Psychology, Computer Science, Business Management, Data Analytics, Information Systems, Mathematics, and Statistics.
- Minimum 3 years of experience in the social services, legal field, or non-profit.
- Minimum 5 years of experience with Microsoft Power BI, Excel, R, Python, SQL, Tableau, Looker, or similar BI/Data Visualization and data management tools.
- Experience with foster and/or adoptive children and families and knowledge of the DFPS system.
- Experience developing KPIs or other tracking metrics of organizational success through data.
- Experience creating digital content.

### **Knowledge, Skills, & Abilities**

- Excellent verbal and written skills with the ability to present strong data-driven storylines and content to both general and senior audiences. The ideal candidate must have the communication skills necessary to offer advice, guidance, and direction to a variety of stakeholders all while exercising no direct authority over the actions of those stakeholders.
- Strong analytical skills.
- Capacity to work with large amounts of data, extract relevant information and draw logical conclusions.
- Ability to pay attention to detail when working with data in order to make accurate conclusions and predictions.
- Strong IT and mathematical skills.
- Knowledge of relevant relational databases.
- Working knowledge of statistical methodologies, data analysis techniques, data management, dashboards, modeling, querying, and workflows.
- A demonstrated understanding of continuous quality improvement related to data systems.
- Solid understanding of data sources, data organization and storage.
- Knowledge of available child welfare and behavioral health data sources.
- Demonstrated ability to work independently, within a team, and remotely.
- Creatively and professionally solve problems and evaluate initiatives.
- Able to take direction and respond effectively to constructive feedback.

Effective: 06/22/2021 Sr. Data Analyst

### **Additional Requirements**

- Proof of valid Texas Driver's License (Type C)
- Access to reliable transportation
- Proof of valid/current auto insurance
- Copy of official state driving record
- Three (3) employment references
- Cleared criminal background check and signed statement regarding felony indictments/convictions
- Cleared TB test results (current within 12 months prior to employment)
- Cleared pre-employment drug test
- Working cellular telephone

### **Physical and Mental Demands**

With or without reasonable accommodation, the physical and mental requirements of this job include the following: frequent seeing, hearing, speaking, and writing clearly. Use of a computer for long hours. Ability to review and interpret data and develop meaningful metrics and reports. Frequent manual dexterity. Occasional lifting and moving of up to 25 pounds, reaching with hands and arms, stooping and kneeling. Frequent sitting. Occasional climbing stairs.

### **DISCLOSURE STATEMENT**

The above statements reflect the general details considered necessary to decide the essential functions of the job identified and shall not be construed as a detailed description of all work requirements that may be inherent in the job.

Pathways does not discriminate on the basis of race, color, age, national origin, religion, creed, disability, marital status, gender, gender identity and/or expression, sexual orientation, genetic information, status regarding public assistance, military status or any other characteristic protected by federal, state or local law in any of its activities or operations. Pathways is committed to a diverse and inclusive working environment and to providing an environment free of abuse, neglect, harassment or exploitation for employees and for children, youth and families we serve.