

## County of Lambton Position Description

**Position Title:** Decision Support and Informatics Specialist **Division:** Long-Term Care

**Group:** Non-Union

**Immediate Supervisor:** Manager Performance, Strategy, and Innovation

### Position Summary

The Decision Support and Informatics Specialist plays a key role in supporting clinical and business decision-making, while advancing data and quality improvement initiatives across the County of Lambton's Long-Term Care Division. This position collaborates with internal and external stakeholders to plan, develop, and maintain information systems that support informed decision-making, enhance operations, and improve Elder care. Key responsibilities include analyzing data to identify trends, developing predictive models using statistical and machine learning methods, and communicating complex insights to stakeholders. The role also supports the ongoing implementation, testing, monitoring, and maintenance of digital applications related to scheduling, quality improvement, Elder, family, and employee experience, quality audits, and other assigned areas.

### Job Duties and Responsibilities

#### Decision Support

- Collaborates with stakeholders to collect, monitor, analyze, and process long-term care performance data to support informed decision-making across the Division.
- Interprets and analyzes data from multiple sources to support performance measurement, quality improvement, strategic planning, reporting, and decision-making.
- Analyzes data to identify trends that enhance care quality, operational efficiency, and overall performance.
- Develops and maintains predictive models using statistical and machine learning techniques to inform business practices.
- Communicates complex data insights in a clear and actionable manner to support strategic and operational decision-making.

#### Health Informatics

- Utilizes business intelligence tools to develop and maintain dashboards, reports and summaries of long-term care data (e.g., scheduling, clinical audits, quality improvement activities) to enhance operational performance.
- Supports the planning, development, procurement, and sustainability of information systems, including data cleaning, customization, workflow redesign, and change management to promote successful implementation and User adoption.
- Analyzes, troubleshoots, and resolves system issues.

- Monitor and maintain data quality, integrity, and security in compliance with PHIPPA and long-term care regulations.
- Collaborate with IT staff, vendors, and leadership teams to align systems with organizational needs.
- Stay current with data analysis techniques, tools, and decision support best practices.

## Quality Improvement

In consultation with Divisional Supports (e.g., Quality Assurance Manager, Workforce Development Coordinator, Scheduling Services Lead):

- Actively participate in continuous quality improvement activities (e.g., audits, workplace satisfaction surveys)
- Support audits of data systems and documentation.
- Analyze data to identify trends, monitor quality, and develop risk indicators.
- Train and support end Users in applying tools effectively.
- Supports the development and maintenance of policies and procedures related to updates in the Electronic Health Records (HER) system.
- Design and organize learning strategies, training materials, and evaluation tools for clinical application education and in-services, ensuring maximum User proficiency.
- Utilize quality improvement frameworks and tools (process mapping) to identify areas for improvement.

## Policy

- Assist in the review of policies and procedures related to informatics, performance and quality improvement.

## Compliance

- Assist with efforts to achieve and maintain compliance with relevant legislation and best practices.
- Assist with the implementation of tools and guides to support the Homes in maintaining compliance.

## Supervision Requirements

**Direct Supervision:** None

**Indirect Supervision:** None

**Functional Authority:** None

## **Credentials Required**

### **Minimum Formal Education**

- University degree in Health Administration, Business, or Health Information Management is required; a Master's degree in Health Informatics or an equivalent qualification is considered an asset.
- Certificate in Clinical Informatics is an asset
- Certified in Health Information Management (CHIM) is an asset

### **Experience**

- Proficient in statistical and data visualization tools (Python, SPSS, Stata, Excel, Power BI)
- Familiar with process improvement and quality monitoring methodologies
- Strong understanding of PHIPA, confidentiality laws, and legal aspects of IT in healthcare.
- Up to date on healthcare practices, accreditation standards, and sector trends
- Solid grasp of long-term care operations and challenges.
- Experience in evaluation, quality management, and continuous improvement.
- Strong analytical, troubleshooting, and problem-solving skills.
- Able to manage multiple tasks and adapt to shifting priorities.
- Effective communicator with strong presentation and writing skills.
- Knowledge of health information and scheduling systems (e.g., PointClickCare, UKG Scheduling, StaffScheduleCare) is considered an asset.
- Self-motivated team player with experience in IT system implementation (asset)
- Criminal Records Check with Vulnerable Sector Screening that is less than six (6 months) old at the time of hire.

**Please visit our job board at [www.lambononline.ca/jobs](http://www.lambononline.ca/jobs) and search for posting DECI005676 to apply. Posting closes at 11:59 pm August 10, 2025.**