

JOB DESCRIPTION

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| POSITION TITLE: | Data Analyst |
| LOCATION: | HOPE Clinic |
| REPORTS TO: | Chief Operating Officer |
| EDUCATION: | Bachelors Degree in mathematics, statistics, healthcare administration, or related field; masters advantageous |
| WORK EXPERIENCE: | 4 years or more in healthcare preferred |
| SALARY RANGE: | \$30.00-\$34.00/Hour |
| FLSA STATUS: | Hourly – Exempt |
| POSITION TYPE: | Full-Time |
| LANGUAGES: | Bilingual in English and another language preferred |

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including but not limited to disability, race, creed, color, age, sex, religion, political or other opinion, national or social origin, etc.

JOB SUMMARY:

Working with the Chief Operating Officer and Grants and Programs Director, analyzes data from the EHR/practice management system to identify gaps in service and opportunities to improve. Develop presentations for management and the board to understand clinic performance.

MAJOR DUTIES & RESPONSIBILITIES:

- Compile and organize healthcare data.
- Analyze data to assist in delivering optimal healthcare management and decision making.
- Use healthcare data to achieve administrative needs and goals.
- Understand data storage and data sharing methods.
- Investigate data to find patterns and trends.
- Understand healthcare business operations.
- Utilize different data sources for analyses.
- Convert data into usable information that is easy to understand.
- Develop reports and presentations.
- Communicate analytic insights to management.
- Submit Agency forms and documentation in a timely manner. (Improvement activities, response to memorandums, travel reconciliation, supply requests, leave requests, monthly in-service);
- Positively contribute to staff morale and corporate culture;
- Ensure that work assignments and information gathered from day to day work is not shared with anyone and protects all patient and agency information. Is knowledgeable of and

- maintains HIPAA standards of privacy and confidentiality;
- Ensure that all patients receive the best possible care;
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Bachelor's degree in mathematics, statistics, healthcare administration, or related field.
- Master's degree advantageous.
- 4+ years experience in an analytic role.
- Proficiency with database programming languages such as Microsoft Access or SQL.
- Proficiency with Python for data manipulation.
- Experience with data visualization tools.
- Knowledge of data management applications.
- Proficiency in managing electronic medical records.
- Analytical mindset with good problem-solving skills.
- Excellent written and verbal communication skills.
- Good interpersonal skills.
- Must be fully vaccinated against COVID-19.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required.

EDUCATION and/or EXPERIENCE:

Bachelors Degree in mathematics, statistics, healthcare administration, or related field;
masters advantageous

LANGUAGE SKILLS:

Ability to write reports and interpret data for non-specialists. Ability to effectively present information and respond to questions from center staff and the general public.

MATHEMATICAL SKILLS:

Ability perceive data trends as well as a strong mathematical foundation

REASONING ABILITY:

Ability to solve abstract problems and deal with a variety of situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual in another language served by HOPE Clinic as well as English is preferred.
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. Will provide work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job receive frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with customers, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

CUSTOMER RELATIONSHIPS:

Follow through with customer inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work;
- Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 pounds

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at

the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.

Signature

Date

Full Name - Printed