



*Last updated: September 2022*

## Job Title

# Telemedicine Data Officer

## Impact Statement

The Telemedicine Data Officer is responsible for all data related activities within the Telemedicine Program, including data management, analysis, and privacy. The Telemedicine team is growing and improving services, and data is becoming a crucial part of decision-making. The Data Officer's role is critical in ensuring all relevant stakeholders have access to the necessary data in a secure and convenient manner, while respecting pertinent regulations. The position is highly collaborative as the data **managed** by Telemedicine is **owned** by the Operational Centers across MSF and **collected** by third party vendors that develop the platforms.

By these contributions, the Data Officer will play a key role in the development and growth of the Telemedicine program. They will align their actions with the program's 2023 vision of increased access, usage, and satisfaction to facilitate greater access to specialists and health care practitioners, improving patient care in MSF's projects globally.

## Key Responsibilities

- Manage the storage, protection, and quality of Telemedicine data
- Design, implement, and maintain dashboards analyzing trends of Telemedicine services
- Implement data privacy policies and ensure compliance with data protection regulations
- Define processes to maintain data integrity and reconcile data discrepancies
- Represent Telemedicine in matters of data integrity, maintenance and compliance when connecting with internal and external stakeholders

## Job-Specific Competencies

### Data Analytics

- Identify and document data dashboard needs from Telemedicine stakeholders (Management Team, Project Manager, Support Specialists, Regional Implementors, Specialist Coordinator)
- Build data models and dashboards in Power BI based on stakeholders' needs
- Manage all data requests submitted to the TM helpdesk – review, classify, seek authorization from the relevant Medical Directors across MSF, and prepare extracts / reports upon authorization
- Collaborate with the TM Program Coordinator on data analysis required for all program performance reports (i.e., 6M, 12M, program annual report, etc.)
- Recommend opportunities for improvement and growth based on data analysis observations

### Data Management

- Act as primary author for dashboard compliance written policy

- Enforce compliance policy and accountability standards when/where necessary on stakeholders interacting with dashboards
- Establish distribution guidelines for all data reporting provided to the Telemedicine team, through the Movement, and to external researchers and academics as requested
- Establish secure and efficient data storage and validation protocols
- Conduct data integrity audits in collaboration with vendors

### **Data Protection**

- Collaborate with Telemedicine Management Team, Project Manager and Clinical Quality Officer to integrate data security and accountability measures into all workflows
- Establish reviews on a cadence to ensure security and accountability standards are being met
- Revise and update Incident Response procedures as needed
- In the event of a security incident, collaborate with IT, Legal, and other stakeholders to manage risk and recovery process
- Develop and conduct Data Privacy trainings for the Telemedicine team
- Take the lead on verifying data security measures of current and prospective vendors
- Collaborate with Data Protection Officers to conduct Privacy Impact Assessments on all TM services
- Keep abreast of developing data security technology and best practices to facilitate updates as needed

### **Relationship & Representation**

- Lead meetings and workshops with Data Protection Officers across all MSF Operational Centers to establish compliance with data protection regulations
- Act as technical referent representative of the Telemedical Department with all MSF partners, sections, and OCs as well as external stakeholders regarding Telemedicine standards and requirements
- Provide consultation on data privacy and practice standards as requested
- Connect with vendors as needed to verify and negotiate necessary practices to ensure all cybersecurity measures meet Telemedicine standards, both at the relationship outset and ongoing

### **Core Competencies**

- **A Commitment to MSF's Principles;** Proficiency level 1: Acts towards the fulfilment of MSF's Social Mission
- **Cross-cultural Awareness;** Proficiency level 3: Demonstrates an integrating attitude
- **Analytical Thinking;** Proficiency level 3: Identifies complex relationships
- **Strategic Vision;** Proficiency level 3: Plans actions geared toward achieving objectives
- **Planning and Organizing;** Proficiency level 4: Enables others to organize

### **Knowledge and Experience**

- Experience building reports and dashboards using business intelligence tools, eg. MS PowerBI
- Proficient in SQL and data management activities, including organizing, cleansing, storing, and protecting
- Experience in privacy, compliance, information security, or auditing
- Familiarity with GDPR, HIPAA, and other privacy regulations
- Experience working with SaaS providers

### **Education, Certifications, and Languages**

- Fluency in English is essential

### **Working Conditions**

- Work is generally carried out during the day, Monday to Friday (9:00 a.m. to 5:00 p.m. Eastern Time)
- Flexible work hours
- The office environment is open concept and workspace is shared with colleagues

- Workstations consist of sit/stand desks, anti-fatigue floor mat, swivel chair, laptop with dock and double monitor, task lamp and telephone
- Work requires long hours in front of a computer/laptop screen
- During COVID-19 restrictions, employees are required to have their own workspace, access to internet, and phone

### **Additional Information**

MSF Canada is a people-focused humanitarian organization that is proud to offer a diverse, collaborative, and inclusive work environment. We strongly believe this approach enhances our work and we're committed to equity in employment. The organization seeks to attract and engage the best professionals to join and maintain meaningful, productive, and lasting work relationships. We embrace diverse motivations and backgrounds of people working together to exhibit their passion in action for the social mission of MSF.

### **Job Information**

**Position Level:** Individual Contributor

**Department:** Telemedicine

**Position Status:** Temporary (18 month contract with possibility of extension)

**Activity Rate:** 100% (37.5 hours per week)

**Location:** Toronto, or remote in Canada

**Salary Grade:** **\$69,506 per year** (Level C year 1) on the MSF Canada Salary Grid

**Status:** Must be legally authorized to work in Canada; MSF Canada is not in the position to support a work permit process for any country outside of Canada

**Benefits:** Health Spending Account, Lifestyle Spending Account, group insurance (Life, Dependent Life, AD&D), Peace of Mind plan (i.e. prescription drugs, accidental dental, hospital care, etc.), 5% RRSP contributions (no matching required), starting 4 weeks' vacation/year, flexible work hours, annual professional development budget, Employee and Family Assistance Program (EFAP), and a positive and innovative office culture grounded in our core values of humanity, integrity, and results.