



What We Do:

Children's Treatment Network (CTN) supports over 33,000 kids and youth with disabilities and other developmental needs. We provide intake, service navigation and coordinated service planning, assessment and diagnostic services, specialized clinics and rehabilitation services, including physiotherapy, occupational therapy and speech language therapy.

Funded by the Ministry of Children, Community and Social Services, CTN is an Ontario provincial government funded not-for profit organization, that offers services through contracted partners in the education, health and community sectors. Through its innovative network model, CTN's commitment to providing family-centered care is anchored by an electronic client record that is shared across its partner organizations and provides the foundation for integrated plans of care and services.

Dedicated to creating a vibrant community where all kids, youth and families belong, we have a strong commitment to equity, diversity, inclusion, Indigeneity and accessibility. With this in mind, our goal is a workforce that reflects the communities we serve. We welcome all qualified applicants to apply including individuals with disabilities, those who identify as Black, Indigenous or persons of colour, members of the LGBTQ2S+ communities and others. We are proud to be in compliance with the Accessibility for Ontarians with Disabilities Act (AODA), 2005 and the Integrated Accessibility Standards Regulation. We are happy to honour accommodations at any part of the recruitment process and invite you to let us know how we can help.

What We Offer:

- Competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP) and vacation/leave entitlement
- An opportunity to contribute to the work of a not-for-profit organization that provides services to kids and youth with disabilities and developmental needs and their families
- The chance to be a part of a culture with an organization that values inclusion, collaboration, responsibility, and innovation
- The opportunity to work with us to achieve CTN's strategic goals of putting people at the centre of what we do, striving for excellence, fostering a culture of accountability and stewardship to support community needs, and transformation through equitable data-driven service innovation

What You Will Do:

CTN is looking for a permanent, full-time **Decision Support Specialist** who will collaborate and facilitate across teams to establish a vision for data-informed decision-making at CTN. This role is pivotal in enhancing data literacy among employees through experiential learning, ensuring data is not just a tool for validating hypotheses but a means to explore broader insights and opportunities. The Decision Support Specialist will leverage Business Intelligence tools—particularly MS PowerBI—to design, implement, and support data solutions. A strong background in statistical knowledge and a passion for mentoring colleagues with varying levels of data expertise are essential. The Decisions Support Specialist will be responsible to support clinical programs performance measurement activities through managing senior level data reports, participating in regular team meeting and will lead discussions around analytical requirements of the clinical teams. The Decision Support Specialist supports the implementation of the CTN data strategy, data quality activities and analytic products to support strategic decision making, quality, performance, and strategic initiatives at CTN. This position reports to the Manager, Quality, Measurement and Evaluation.

Responsibilities:

The successful incumbent will be responsible for the following duties and responsibilities:

Data Strategy

- Drive the implementation of CTN's data strategy to align with organizational goals and evolving sector trends
- Collaborate with leadership to integrate data into decision-making processes
- Modernize data practices to foster a culture of continuous quality improvement

Collaboration and Facilitation

- Engage with cross-functional teams to define the vision of the end product and create meaningful insights
- Promote data literacy by delivering hands-on learning experiences for staff across skill levels
- Facilitate discussions to uncover latent opportunities within datasets by asking insightful questions

Business Intelligence & Analysis

- Maintain expertise in CTN's data sources and tools, with a focus on MS PowerBI
- Develop dashboards, reports, and analytics to support strategic decision-making and operational improvements
- Help stakeholders articulate their data needs and translate them into actionable insights

Decision Support

- Develops and maintains an expert understanding of CTN's data sources and the meaning of that data
- Demonstrates ongoing commitment to data quality and stewardship
- Work with stakeholders to gather reporting requirements including data, analytics, and product design needs
- Uses BI development tools to deliver tools, data, information, and reports that support decision making
- Supports the interpretation and analysis of data
- Support organizational projects and initiatives by providing expertise, recommendations and/or data products

Measurement and Evaluation

- Transform raw data into actionable insights to guide decisions and improve outcomes
- Lead initiatives to enhance data quality, governance, and reporting systems
- Design and execute evaluation frameworks that drive organizational performance improvements

Strategic Project Support

- Provides project management and support for key strategic initiatives that rely heavily on data elements
- Integrate a balanced approach to data-informed decision making in CTN's strategic projects

Other



Children's Treatment Network

- Ensure legal compliance to the Employee Standards Act of Ontario, Ontario Health & Safety Act, and other regulations and best practices
- Other duties and projects as required

What We Need:

- A three-year University degree in a relevant field is required
- A minimum of five (5) years' experience in data analysis, and performance measurement and management are required
- Strong proficiency with MS PowerBI and advanced Excel skills
- Demonstrated ability to write and optimize SQL queries for data extraction and analysis
- Expertise in data storytelling, with the ability to simplify complex concepts for diverse audiences
- Solid grounding in statistical analysis and an aptitude for teaching data skills to non-experts
- Proven project management experience and ability to manage multiple priorities
- Knowledge of data governance, equitable practices, and PHIPA compliance
- Critical thinking skills to filter, synthesize and translate a range of diverse data and information
- Experience working with client management databases or custom database interfaces
- Ability to translate technical information and materials into user friendly documents to support training and acquisition of skills relevant to the use of the shared record
- Knowledge of and experience in developing and validating key performance indicators for programs and complex initiatives
- Strong time management and organization skills to lead multiple concurrent complex assignments while meeting time constraints for multiple projects
- Independently plan and execute work involving multiple areas of responsibility
- Knowledge and understanding of equitable data practices
- Ability to work flexible hours in support of requirements that may fall outside of the typical work hour framework
- Knowledge of the children's service systems in Simcoe County and York Region considered an asset
- Lived experience as a person with a disability or a caregiver of a child with a disability and/or developmental needs is considered an asset
- Ability to communicate in French or other languages considered an asset
- Experience with and understanding of various cultures and cultural communities including Francophone, First Nations, Métis and Inuit (FNMI) communities considered an asset
- Certified First Aid considered an asset
- Demonstrated commitment to a safe environment for staff, clients and families by working in compliance with the Occupational Health & Safety Act and related policies

Selected Successful Candidate Will Be Required To:

- Produce a clear police record check with a vulnerable sector check prior to start of employment
- Be able to travel to assigned office, between CTN sites and/or other locations as required
- Maintain the ability to work effectively in a temporary hybrid environment and have access to appropriate internet capacity
- Any candidate being considered for employment at Children's Treatment Network ("CTN") must be able to provide supporting documentation to confirm their eligibility to legally work within Canada. Proof of eligibility includes but is not limited to a social insurance number (SIN), Canadian birth certificate, passport, citizenship certificate, permanent residence card, open



work permit, or valid receipt from Immigration Canada of an application for a post-graduate work permit.

Office Location:

Richmond Hill or Barrie

Starting Salary: \$87,163

Salary Range: \$87,163 – \$96,848

CTN's total rewards package includes competitive compensation and employee benefits package including participation in the Healthcare of Ontario Pension Plan (HOOPP), generous vacation entitlements, and the opportunity for hybrid work (**position specific*).

To Apply:

1. Submit your resume to careers@ctnsy.ca
2. Quote Job ID #NV-003 in the subject line of email

Applications are accepted from November 21 – December 6, 2024.

Thank you for your interest in this opportunity!