



Real people. Real connections. Real help.

That's what employees of 2-1-1 San Diego provide every single day. Apply today to join an organization focused on providing in-depth support by connecting people of San Diego and Imperial Counties to services intended to create a community that does not just survive, but THRIVES.

2-1-1 San Diego's mission is to help people by connecting them efficiently to the service delivery system, and by providing vital trend information for community planning. To meet this mission, we seek talented team members who exhibit the values that we hold dear and who complement our company culture.

### **The Values We Live By**

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| 1. Deliver WOW Through Service               | 6. Build Open and Honest Relationships With Communication |
| 2. Embrace and Drive Change - Evolve         | 7. Do More With Less                                      |
| 3. Create Fun and A Little Weirdness         | 8. Build a Positive Team and Family Spirit                |
| 4. Be Adventurous, Creative, and Open-Minded | 9. Be Passionate and Determined                           |
| 5. Pursue Growth and Learning                | 10. Be Humble   |

### **About 2-1-1 San Diego**

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2-1-1 San Diego understands the needs of the community and believes that all people deserve to live healthy, happy and thriving lives. Through more than 400,000 annual connections with clients, 2-1-1 serves the entire population of San Diego and Imperial counties as the region's primary connection to more than 6,000 community, health and disaster services, and provides connections to services 24-hours a day and in more than 200 languages and dialects.

By dialing 2-1-1, clients are linked to a live highly-trained Community Connector who helps the client navigate their situation using assessment and motivational interviewing to match them to the best and closest resource in their community and empower them to take the next step.

During a disaster, 2-1-1 serves as the region's disaster information line, connecting callers to community and support services, providing public information to the community, rumor control and trend analysis to public safety officials, reporting community needs, relieving the burden on 9-1-1 operators, and serving as the central communications point for other agencies and organizations.

For our nonprofits, community-based agencies and governmental entities, 2-1-1 can alleviate administrative burden and reduce costs associated with managing information and referral services, allowing affiliated organizations to focus on serving, rather than finding clients. In addition, 2-1-1 is a trusted data provider to help local government, business and nonprofit leaders make informed funding and planning decisions.

### **The "Right Fit"**

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2-1-1 is seeking an experienced informatics and analytics professional to design and implement data visualization and analysis tools for the benefit of 2-1-1, our clients, our community partners and the community at large. The perfect person for this role is a seasoned technical professional who can develop the strategy, build and lead a team, and effectively communicate with both technical and non-technical audiences. The Director will need to understand the internal and external needs for 2-1-1 data, effectively gather and analyze that data, and communicate those findings to a wide range of audiences, therefore communication skills are critical.

## **Position Objective**

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Reporting to the Executive Vice President, this position is charged with the creating and building a robust Informatics Department utilizing existing internal 2-1-1 databases and relevant external data resources. The Director will be responsible for the design, development, implementation and ongoing support of a comprehensive analytics and informatics program that will meet the needs of multiple stakeholders; assessing the trends of the social determinates of health in the San Diego community to inform and advise community leaders, policy makers and health and social services agencies on interventions that will improve the health outcomes of the community.

## **Essential Results**

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The Director of Informatics is a leader in the organization and responsible for ensuring that 2-1-1's reputation continues to grow as a reliable source of accurate data on community needs and trends. This person will also work in partnership with other key leaders and with all staff in the organization to achieve the following:

### **Create a Robust Informatics and Analytics Department by:**

- Working closely with all levels of organization as well as governmental and community organization leaders to plan, execute and evaluate health and social analytics driving the health of the community.
- Developing and maintaining strong partnerships with community leaders and partner organizations to understand processes and needs, translating into functional specifications for analytic reports, integration and applications.
- Leading the creation and maintenance of a common health and social intelligence analytics framework.
- Leading the creation of accessible and intuitive data visualization and analysis tools for use by those with a need for data and information across the organization.
- Providing leadership on the best use of analytics to deliver organizational strategic objectives, and on the use of analytics to deliver transformational change in health and social outcomes.
- Designing, managing and overseeing the technical and data architecture strategies around the enterprise data warehouse, management and business intelligence (BI) tool set.
  - Working closely with Information and Technology division to oversee activities related to data extraction, transformation, loading, normalization, aggregation and warehousing.
  - Incorporating data from disparate systems.
  - Planning and managing strong controls related to data security, quality and integrity.
  - In compliance with all PII and PHI-related regulatory requirements (i.e., HIPAA).
- Presenting analytics to multiple stakeholders and audiences.
- Responsible for oversight of enterprise data warehouse/analytical portfolio technical updates and upgrades including security, performance monitoring and change management.
- Managing vendor and consultant relationships for applications and technologies in assigned areas of responsibility.
- Participating in community data groups.

### **Provide Leadership and Maintain Positive Team Culture by:**

- Overseeing supervision and coordination of the Informatics department staff in extraction, aggregation and quality assurance of data from multiple sources.
- Managing all aspects and expectations of the Informatics division operations; providing leadership and management to division staff to ensure success of each individual and success of the whole.
- Managing employee satisfaction through frequent communication, goal setting, performance management and creating a positive environment of trust and clear expectations.
- Overseeing all aspects of people management within Informatics operations including recruitment, selection, training, performance management, coaching and motivation.
- Modeling and promoting 2-1-1 San Diego values and culture and providing opportunities and coaching for co-workers to do the same.

## Qualifications & Requirements

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### Knowledge and Experience

- Master's degree required, preferably in the fields of Business, Finance, Statistics or Analytics; PhD preferred.
- At least 8 years of experience in analytics/informatics and report development.
- At least 5 years of experience managing analytical teams.
- Experience with advanced data visualization tools required.
- Experience and knowledge of the requirements related to protection of patient health information (e.g. HIPAA) and sensitive economic data.
- Working knowledge of health care and social service regulations, data standards, classification systems and nomenclatures.
- Experience with and knowledge of data warehouse and business intelligence solutions, design, development and deployment, including self-service enablement and visual analysis solutions.
- Credible experience, knowledge and understanding of clinical operations and analytics, health information management and regulatory requirements.
- Program and project management process, quantitative and qualitative analysis skills; systems thinking and expertise.
- Principles, methods, practices and laws of information technology and management, enterprise data management and techniques.
- Demonstrated experience with large-scale project management.
- Working knowledge of process improvement tools (e.g., LEAN/Six Sigma, or similar).
- Experience utilizing GIS mapping processes.

### Leadership & Communication

- Exceptional interpersonal and communication skills to build positive relationships with a diverse group of leaders and organizational professionals.
- Politically capable, able to work sensitively and build consensus across diverse audiences and subjects; comfortable operating with ambiguity and change; able to manage in a matrix environment.
- Effective communicator of complex topics to technical and non-technical, clinical, management and board-level audiences; Delivering effective presentations on complex topics.
- Demonstrates integrity, strives for excellence, leads by example and has experience leading others to new levels of effectiveness and programmatic impact.
- Passionate about the organization's mission and able to promote and communicate the philosophy, mission and values to external and internal stakeholders.
- Desire to see others succeed and grow and willingness to help them reach their goals for the good of the organization.
- Ability to supervise informatics staff and design/build resources.

### Position Details

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Status: Exempt, Full-Time

Department: Administration

Reports To: Executive Vice President

Work Schedule: Full-time exempt position; flexibility is required due to nature of business. Schedule may be changed as needed, to include weekends and holidays. ***Required to be responsive and available for shifts for as much as 12 hours in length during declared emergencies to perform duties as directed by the Emergency Manager.***

Apply via email: Submit a cover letter and resume to Paul Van Dolah at [pvandolah@earthlink.net](mailto:pvandolah@earthlink.net).