

LIFE MANAGEMENT CENTER OF NORTHWEST FLORIDA, Inc.
JOB DESCRIPTION

DATE ESTABLISHED: 02/07/2019

DATE LAST REVISED: 04/10/2026

TITLE OF POSITION: Senior Data Analyst

POSITION NUMBER: 81

PROGRAM: Information Technology Development

MINIMUM TRAINING AND EXPERIENCE REQUIREMENTS:

Compliance with minimum standards for screening of mental health personnel as contained in F/S 394.4572.

The successful candidate will be self-motivated, client-focused, an excellent communicator, a team player, and very detail-oriented. Strong verbal and written documentation skills required. Working knowledge of databases, preferably SQL-based technologies, database analysis, report design a plus. Working knowledge of programming languages such as XML, web-based technologies and database structures is also a plus. Full understanding of DCF Pamphlet 155-2. The successful candidate will serve as the Center's state reporting knowledge-based resource.

This position prefers a candidate with a bachelor's degree, preferably in Business, MIS or Computer Science. A minimum of four years of experience directly related to the duties and responsibilities specified can substitute for the preferred educational degree.

SUPERVISOR: President & Chief Executive Officer

POSITIONS SUPERVISED: Data Analyst

WAGE AND HOUR STATUS: Exempt (Administrative)

DESCRIPTION OF DUTIES AND RESPONSIBILITIES:¹

The responsibilities of the Senior Data Analyst include serving as the primary state reporting expert for the Center, maintenance of software data integrity, communications with Department of Children and Families and the Managing Entity, compilation of data for analysis and reporting to Senior Management and serving as an IT business data expert. Knowledge of Life Management Center's workflows, business rules and policies are important to the success and quality of systems support. The Senior Data Analyst has a high degree of computer literacy in all areas and is technically astute, able and willing to learn about new technologies. The Senior Data Analyst trains and mentors the Data Analyst in all areas of state reporting, EHR functionality and IT related duties. Knowledge of ARRA legislation, HIPAA privacy rules, and state and federal laws regarding behavioral/substance abuse healthcare and integrated primary care are essential.

This person will be expected to work under minimal supervision and work closely with the Chief Executive Officer, Senior Management Team, Psychiatric staff and Office Managers. Responsibilities include

¹ Expectations regarding quality and quantity of work are further delineated in the criteria-based performance appraisal.
Senior Data Analyst

communications between the LMC computer user community, Senior Management Team, IT, Managing Entity and DCF, and the Center's EHR software vendor.

ESSENTIAL FUNCTIONS: (Essential functions of this position are listed below. The position also includes additional functions as needed and/or assigned by supervisor.)

Sole Responsibilities:

- Prepare all client, treatment episode, and service event files for upload to the Managing Entity's database.
- Download error files from the Managing Entity's database; analyze for resolution, send out for correction to respective authors, and submit corrected files for timely resubmission.
- Interpret current and proposed changes and revisions to DCF Pamphlet 155-2 and any applicable rules.
- Report to Senior Management any changes or anomalies in the Center's monthly state reporting, including trends in errors/rejections, success rates, database issues, internal issues related to state reporting, concerns with issues on behalf of the Managing Entity and/or DCF, and other authorities.
- Update the software application to stay in line with revisions to the most current DCF Pamphlet 155-2.
- Provide leadership, training and continued mentorship to supervisory and clinical staff on ever evolving changes in state reporting requirements and EHR updates.
- Maintain all high-level administrative rights and functionality in the application software, including the Security and Billing Matrixes, custom lookups and categories, database tables, templates and dictionaries or forms.
- Research and resolve various issues related to services, data tables, set-up, billing and billing matrix, and look-up tables related to state reporting and third-party billing.
- Update and maintain the integrity of the application client software system including reviewing new releases or updates and implementing same when such release is beneficial to the Center.
- Be a knowledge-based resource for EHR computer software applications to staff as needed. Provide updates to staff on all new and revised functionality within the EHR.
- Develop specifications and produce computer reports as requested by staff and Senior Management in the operation of the Center.
- Implement EHR onboarding processes for newly hired psychiatric staff to ensure timely access to eRX, EPCS, and eLab functionality. Ensure annual renewal of EPCS subscriptions to remain current.
- Provide one-on-one training and support to onboarding psychiatric staff in the use of the EHR application, the Center's Best Practices for documentation, electronic labs and electronic prescribing of both non-controlled and controlled medications to Center clientele.

- Consult with the Senior Management Team and users to determine future software needs.
- Set up all onboarding of employees with new profiles within the application software and terminate profiles of those employees whose employment is ending with the Center. Ensure all new employees have appropriate permissions and rights according to their roles and responsibilities. Provide training accordingly for staff.
- Provide leadership and ongoing guidance and training to the Data Analyst.
- Provide coverage for essential functions performed by the Data Analyst during times of absence, personal leave, or when the situation requires such backup.
- Act as liaison and facilitator to the Office Managers/Program Specialists group, maintaining regular meetings, agendas and minutes. Update these staff on various changes in the application software, Best Practices, state reporting changes, new implementations and upcoming changes.
- Attend the state and M.E. meetings as requested.
- Attend software vendor user group meetings as appropriate.
- Perform miscellaneous job-related duties as assigned.

Shared Responsibilities: (the following tasks and responsibilities will be shared with the Senior Data Analyst.)

1. Possess solid knowledge of the Center's business practices and policies.
2. Be knowledgeable and keep abreast of all changes to and aspects of state reporting as implemented and as revised in the Department of Children and Families Pamphlet 155-2 and most recent editions.
3. Provide daily technical support to users on EHR application issues as identified through work orders.
4. Open Task Tickets with the software vendor for unresolved issues as reported to IT through work orders; work with staff and software vendor to resolve task tickets in a timely manner.
5. Build, modify, and revise electronic forms in the application software.
6. Provide support for users on various software application issues, (e.g., Microsoft applications, Outlook).

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Must be very detail oriented and conscientious.
- Knowledge of the business of mental health, substance use, primary care & community-based care.
- Ability to maintain, modify, and upgrade database and application software.
- Ability to coordinate service delivery and accountability across multiple programs and service types.
- Skill in organizing resources and establishing priorities.

- Advanced verbal and written communication skills.
- Ability to analyze complex problems, interpret operational needs, and develop integrated, creative solutions.
- Ability to analyze comprehensive business processes and perform in-depth work analyses.
- Skill in the use of personal computers and related software applications.
- Strong interpersonal skills and ability to deal effectively in a team environment as well as one-on-one with users.
- Ability to stay on tasks with minimal supervision and work under pressure to meet deadlines and resolve priority one issues in a timely manner.

WORKING CONDITIONS AND PHYSICAL EFFORT:

- Work is normally performed in a typical interior/office work environment.
- Very limited physical effort required.
- Limited exposure to physical risk.

Physical Requirements:

Activity	Expectation		
Standing	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Sitting	<input type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input checked="" type="checkbox"/> Frequent
Driving vehicles	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Lifting and/or carrying	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Bending and/or stooping	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Climbing Stairs and/or Ladders	<input checked="" type="checkbox"/> Minimal	<input type="checkbox"/> Moderate	<input type="checkbox"/> Frequent
Walking or Moving (between offices, other facilities, etc.)	<input type="checkbox"/> Minimal	<input checked="" type="checkbox"/> Moderate	<input type="checkbox"/> Frequent

Speaking: Yes No
Hearing: Yes No
Reading Comprehension: Yes No

Ability to lift and carry up to 10 pounds.

Ability to handle stressful situations: Minimal Moderate Frequent

Other Requirements:

	Infrequent (2 to 3 times year or less)	Occasional (2 to 3 times Month)	Frequent (2 to 3 times/Week or more)	N/A
Travel Same Day	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Travel Overnight	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Holidays/Weekends	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overtime (non-exempt only)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

Shift Work (PMs/Midnights)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	√
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* Not Anticipated

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