RAMSEY COUNTY
Workforce Solutions

Data Specialist Area of Focus
Task Description

Philosophy and Background

Outcomes are reached through services. Processes support the services. The Data Specialist converts and interprets data into information (relative to key processes) to be used by Supervisors and staff to assist participants.

Assuring quality results (meeting performance measures and special evaluation studies) requires attending to the processes that create results. Improvement in results is only possible by working on the processes that lead to them; it is attention to the process detail (quantitative or qualitative data) by which improvement occurs. All of the performance measures for Ramsey County MFIP /DWP employment services are data driven and the result of sets of processes.

Providers are required to use data, agency generated as well as use County-provided, for performance and continuous process improvement purposes. Providers are required to dedicate 1 FTE to a Data Specialist role, (one or more) staff with responsibility to help the agency most effectively produce results through data use.

Broadly, under the direction of his or her agency leadership, the Data Specialist:
- provides and analyzes data and converts it to useful information to help supervisors and staff members achieve and/or exceed the performance measures and indicators
- is responsible for the use, management and interpretation of participant and performance data
- functions as the subject matter expert in the agency regarding the use of Workforce One, Maxis Inquiry and participant data privacy responsibilities
- provides guidance and instruction for staff and management, including ad hoc evaluation studies
- helps staff to focus and intervene on key process components of each measure in order to achieve the highest performance.

Job Expectations

Review Reports
- Review, customize and re-distribute regular reports from Ramsey County Evaluation and Workforce Solutions MIS Data Team
- Generate WF1 and other reports for employment staff that assist in meeting performance measures
- Search multiple electronic data bases for information
- Prepare, generate, customize and distribute reports for internal use

Meetings
- Attend data specialist meetings as scheduled; provide input to Workforce Solutions Data Team
- Hold data/report meetings with staff and supervisors
- Attend other data/process related meetings as scheduled

Work Direction
- Take work direction from Workforce Solutions Data and Evaluation Teams
- Take work direction from Agency Supervisor and Management
- Provide data related work direction, in accordance with Supervisor guidelines, to agency staff
- Working with staff and supervisors, ensure timely, complete and accurate reporting of WF1 data
- Troubleshoot and communicate about specific data issues with Data Team or evaluators
- Proactively take initiative to monitor data tracking and agency performance issues that arise from WFS reports, lists, or counselor caseloads
- Share best practices/strategies with the system-wide Data Team

Strategy
- Strategize case management activities and data entry functions with employment staff that result in a positive, direct impact on DHS Self-Support Index and Work Participation Rate measures as well as Ramsey County Workforce Solutions Measures
- Assist employment counselors to identify and prioritize cases for data and performance improvement
- Help employment counselors analyze and interpret reports
- Incorporate identified best practices in agency data efforts
- Bring forward to staff and Supervisors, process control issues and suggestions for their resolution
- Help staff increase Workforce One use skill
- Use Excel including basic formulas (summing, subtraction, etc.) and the ability to format, use filters, sorting, and printing selected data
- Provide on-going support to agency team on data practices that improve performance.

Data Integrity
- Confirm the accuracy of participant case data in Maxis and WF1
- Identify and correct data information
- Correct inaccurate or missing information
- Identify data issues needing to be resolved
- As directed, perform records maintenance to establish, maintain and update client case information

Resource
- Serves as a resource person for process related data use
- Assists staff to implement and maintain data related procedures (i.e. Procedures for Performance Measures 2, 10, 11, 12 & 13 or individual evaluation studies)
- Carries out expanded role in case transfers and extension review procedures, etc.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED
- Knowledge of business English, spelling, basic computational math, data collection and record keeping

- Knowledge of the Minnesota Family Investment Program
- Knowledge of the Diversionary Work Program
- Knowledge of MN Data Practice's Act and HIPAA regulations as they pertain to activities of the department
- Thorough knowledge of Maxis and Workforce One
- Thorough knowledge of flow of information between (Workforce 1 and Maxis)
- Ability to demonstrate initiative and inquisitiveness
- Ability to understand and apply office policies, including those that pertain to data security
- Ability to communicate effectively both orally and in writing
- Ability to understand written and oral instructions
- Ability to interpret, explain, and provide instruction in methods for inputting, updating, and retrieving information through the use of automated and manual procedures
- Ability to set priorities and complete assignments with a minimum of supervision
- Ability to organize and process high volumes of work quickly and accurately
- Ability to work under pressure, cope with emergencies, and meet deadlines
- Ability to explain case management database functions/requirements to internal and external contacts
- Ability to prioritize and complete assignments with a minimum of supervision
- Ability to rapidly and accurately work with a large series of numbers and data
- Ability to work with multiple types of databases
- Ability to communicate effectively and promptly by phone and in person with diverse county staff and contracted agencies
- Ability to be attentive to detail
- Ability to handle confidential information with discretion
- Ability to establish and maintain effective working relationships with others from all cultural, occupational and socioeconomic backgrounds
- Skill in identifying and correcting problems/errors in multiple databases
- Skill in the operation of personal computers in a Microsoft Office environment, spreadsheets, (Excel), word processing and office equipment.