



JOB POSTING

BUSINESS INTELLIGENCE ANALYST

Have you heard? Kent County is piloting a data-driven, innovative, performance-based approach to administering foster care that is transforming child welfare and creating better futures for children! Do you want to be a part of it? Look no further! The West Michigan Partnership for Children (WMPC) is building its team.

Who we are

West Michigan Partnership for Children (WMPC) administers foster care services to children and families in Kent County, MI in partnership with Bethany Christian Services, Catholic Charities West Michigan, D.A. Blodgett—St. Johns, Samaritas, and Wellspring Lutheran Services. WMPC is piloting an innovative performance-based funding model through a contract with the Michigan Department of Health and Human Services, utilizing a case rate that incentivizes permanency while allowing for flexibility and creativity in funds. WMPC utilizes software that will allow for predictive analytics to project successful outcomes, and flag cases that are at risk. WMPC's mission is to empower communities to create better futures for children and families through innovation and collaboration.

We are a talented, creative group of passionate professionals who are committed to creating better futures for children. We value a workplace which embraces multi-dimensional diversity and promotes work-life balance. We are energized and motivated by our mission of improving outcomes for children and we know that it takes a village! Our work environment is highly collaborative, both within the office and within the community, and we believe the best solutions lie within those we serve.

How you will spend your day

The Business Intelligence Analyst is responsible for the programmatic management and analysis of MindShare, WMPC's digital solution, and will assist in developing and implementing the WMPC Continuous Quality Improvement (CQI) plan.

- Manages the programmatic planning, design and implementation of MindShare.
- Remains knowledgeable of MDHHS and WMPC program guidelines, policies, and procedures as they relate to functionality in MindShare.
- Ensures organized management of documents in SharePoint and Basecamp.
- Identifies project risks and work with the PQI Team to plan and manage risks.
- Tracks, monitors, and reports progress to key stakeholders.
- Liaises between WMPC, MindShare, MDHHS, and Department of Technology, Management, and Budget (DTMB) to effectively share information and develop solutions.
- Supports WMPC team and partnership with accessing and troubleshooting dashboards.

- Coordinates programmatic user acceptance testing and testing new functionalities.
- Identifies opportunities for improving programmatic and business processes through digital solutions.
- Validates data in MindShare and Develops and implements quality assurance processes for imported data from MDHHS.
- Identifies data quality issues and produces weekly data quality reports.
- Provides data and trends for performance reviews and CQI plans.
- Develops and implements a training plan for partners on utilization of data system.
- Develops MindShare logic and user manuals.
- Develops business rules or specifications for dashboard development utilizing knowledge of available data.
- Identifies and provide insight into additional data needs.
- Presents dashboards and other system functionality to external stakeholders.

What we need from you

- Bachelor's degree in data science, project management, business or public administration, organizational psychology, or other related fields. Graduate degree preferred. Minimum two years of progressively responsible and related experience.
- Knowledge and experience in evaluation and continuous quality improvement.
- Strong data analysis and interpretation skills.
- Project management or project coordination.
- Proficient with Microsoft Office products and web-based applications with Advanced knowledge of Microsoft Excel - Macros, Pivot Tables, etc.
- Experience using and developing reports in BIRT (Business Intelligence and Reporting Tools).
- Business Analysis, Scrum, and Agile. Technical writing.
- Strong communication skills.
- Detail-oriented.
- Interpersonal skills necessary to lead and interact and collaborate with a diverse group of individuals and stakeholders.
- Ability to read, write, and communicate effectively in English.

What we provide

We know that our staff is our greatest resource! We invest in our employees by offering:

- A dynamic and creative office culture;
- Flexible scheduling, work from home options, and a generous PTO package to promote a healthy work-life balance;
- Health benefits, life insurance, and a retirement plan, all with WMPC contributions;
- Professional development opportunities;
- The opportunity to create better futures for children.

What to do next

If this sounds like you, please submit your cover letter and resume to wmpcjobs@gmail.com!