



Permanent, Full-time

Data Analyst

House of Friendship – Administration, Quality

At House of Friendship, we believe in what we are doing. We get out of bed each day to make a difference in our community; to walk with and to serve. We are not happy with the status quo. We get energy from ongoing learning and growth. We lead with passion and believe without a doubt that everyone deserves to belong and thrive. We live and breathe our values of Compassion, Inclusion, Justice, Dignity and Hope. And we have fun!

Sounds pretty great, doesn't it? It is!

House of Friendship is a charitable social service agency serving thousands, providing addiction treatment, food, housing, and community resources throughout Waterloo Region. The Quality team stewards the data, evaluation, processes and frameworks that support House of Friendship's team members, leaders, and Board of Directors to manage privacy and risk, ensure program reporting compliance, maintain accreditation, and improve the quality of our services. The Data Analyst serves as the in-house expert on analyzing, interpreting and generating reports from program and participant health record data – enabling our organizational leaders, team members and external interest-holders to derive meaning and insights from our data. They will liaise with internal and external interest-holders to understand their needs; collaboratively develop robust data processes and tools; and generate and disseminate reporting outputs. The Data Analyst will assist with staff training, audit processes and administration of our program data and participant record systems.

**** This is a permanent, salaried, full-time (37.5 hours per week) position with paid sick time, personal days, vacation time; group health benefits and defined contribution pension plan. Schedule Monday to Friday, 8:30am to 4:30pm, with flexibility. Work may be performed in a home office for some of the weekly hours. ****

Key Responsibilities:

- Analyzes, interprets, and develops reports on program and participant record data to meet strategic and operational needs of the organization, including:
 - Liaises with internal and external interest-holders to understand their needs, identifying tools, reports and outputs that will meet those needs
 - Provides the Data Coordinator with requirements to enable technical development of data and reporting tools
 - Incorporates data and information from a variety of sources (quantitative and qualitative) to improve insight generation
 - Generates reports and presents insights to support decision-making and knowledge dissemination internally and externally
- Conducts validity and data quality checks, as needed, on program data and reporting outputs created by others

- Supports Data & Insights Manager and program leaders with implementation and continuous improvement of participant record systems (primarily EMHware), including:
 - Assists with initial system set-up, ensuring alignment with program needs and reporting/compliance requirements
 - Contributes to ongoing system administration, staff training, and audit processes for EMHware
- Guides data collection practices and conducts data analysis to support quality improvement initiatives, privacy/PHIPA compliance, risk management, and program evaluation
- Collaborate with the Data Coordinator to establish and maintain processes and tools that generate accurate program data for funder, grantor and regulatory reporting
- Collaborates with the Data Coordinator and program leaders to drive strong data quality practices across all direct service teams
- Supports the Data & Insights Manager to build organizational capacity, knowledge and culture for strong data management, data literacy and evidence-informed decision-making
- Contributes to process standardization and tool development to improve efficiency and collaboration, ensuring standard processes for data set creation, analysis and reporting are in place
- Liaises with external database system providers and administrators (e.g. EMHware)
- Commitment to ongoing professional development and training

Job Specific Knowledge/Skills:

- Knowledge and experience in health information management and working with electronic health records (EHRs) or similar client management software systems. Familiarity with EMHware is a strong asset.
- Experience with and strong skills in working with large data sets and utilizing a range of information systems to analyze data, generate reports and present insights in an easy-to-understand manner that meets interest-holder needs
- Experience in generating reporting outputs for funders, grantors and regulators. Specifically, experience in reporting to a provincial Ministry of Health would be a strong asset.
- Exemplary attention to detail with demonstrated proficiency in data accuracy.
- Familiarity with upholding privacy/PHIPA legislation within a service environment would be a strong asset.
- Excellent interpersonal, verbal and written communication skills.
- Strong skills in Excel and PowerBI
- Superior organizational skills with strong attention to detail
- Internally motivated with the ability to work comfortably and effectively independently
- Strong problem solving, analytical and critical thinking skill.

Education/Experience:

- University degree in a related field (i.e. Health Informatics, Public Health, Statistics, Computer Science, Math, etc.)
- A minimum of 3 years of work experience in a decision support or analytical environment; healthcare or social services experience is preferred



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- Demonstrated competency within qualitative and quantitative data analytics, visualization, and reporting
- Proven database user proficiency

Critical Skills:

- Commitment to understand and uphold the mission and values of House of Friendship is expected
- Exemplary emotional intelligence, resilience, communication, conflict management and problem solving skills required
- Ability to work professionally as a team member with staff, participants and community members
- Experience or strong interest in working with diverse populations including people from various cultural backgrounds, income levels, and sensitivity to their needs
- Experience with and commitment to using an anti-racism, anti-oppressive and trauma informed approach to consultation, program design, evaluations of processes and service delivery
- Demonstrated ability to create and maintain a positive work environment including the ability to navigate change in a positive and productive manner
- Must be dependable, professional, flexible, a team player, and have a positive attitude
- Respectful, supportive and engaging approach to persons with physical and/or cognitive disabilities, addictions, mental illness and other life challenges
- Excellent project, timeline and deadline management skills including skills in logistics, planning and detailed record keeping

Compensation:

At House of Friendship, we know that our team members are the key to the success of our organization and our ability to provide essential services to the community. In support of our mission and in alignment with our values, House of Friendship is committed to ensuring fair, market competitive, and rewarding compensation practices for all of our team members. We aspire to support our team members to create a great work environment where our team is able to thrive, succeed, and have a positive work experience.

House of Friendship compensation practices including our pay grid, have been developed using documented leading pay practices in the not-for-profit sector including [Pathways to Decent Work](#) (Ontario Nonprofit Network) and [Ontario Living Wage Network](#). We value the experience that new team members bring to the organization and have a process in place to review previous related experience for placement on our pay grid.

We value the work that you do with fair pay and benefits:

- Time off includes three (3) weeks of vacation, 5 personal days and sick credits totaling approximately 12 days per year
- Full-time benefit plan including Extended Health Care (EHC), Dental, Group Life, Accidental Death and Dismemberment (AD&D), Long Term Disability (LTD), Flexible Spending Account and Employee & Family Assistance Program
- We believe strongly in supporting the mental health of our team members, including providing access to the Employee and Family Assistance Program, \$2,000 for counselling services and our workplace Wellness and Psychological Health and Safety programs



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- We help you save for the future by providing a retirement plan that includes a matched Group Pension Plan as well as a Group RRSP and a Group Tax Free Savings Account

Rate of Pay:

At House of Friendship all compensation ranges are categorized under a series of “grades” and we base our payment structure on internal equity. When determining rate of pay, a candidate’s past related experience will be taken into consideration.

Grade: 5

Min: \$27.31

Mid: \$31.34

Max: \$35.37

Working Conditions:

- 37.5 hours weekly; generally daytime, weekday hours
- Work may be performed in a home office for some of the weekly hours
- Encountering participants at program sites under the influence of alcohol or other drugs, and/or experiencing symptoms of mental illness can be expected

This role is being posted to fill a current vacancy.

House of Friendship is open and inviting to qualified candidates with lived experience.

House of Friendship supports justice, equity, diversity, and inclusion in our workplace. We strive to be a workplace free of harassment and discrimination and we are committed to removing barriers and being an inclusive, work environment. House of Friendship is a place where each person can bring their true selves and feel that they belong. We aspire to be an organization that is anti-racist and anti-oppressive so that our team, and therefore our community, can truly belong and thrive.

We invite applications from all qualified candidates and actively encourage applications from members of groups with historical and/or current barriers to accessing employment including, but not limited to Indigenous Peoples, members of racialized groups, persons with disabilities, women, and members of the 2SLGBTQIA+ community.

If you require accommodations to be able to participate fully at any stage in the recruitment process, including applying for this position, please let us know so that we can discuss accommodation options. Accommodations will be provided upon request.

If you are as passionate as we are about serving the community, let’s talk.

To apply, please submit your resume and cover letter here:

<https://house-of-friendship.hirehive.com/data-analyst-quality-kitchener-on-TbUmxN>

By end of day **January 27, 2026**.