

Title: My Ombudsman Data Analyst

Organization: Disability Policy Consortium (DPC)

Reports to: My Ombudsman Program Director

Location: Malden, MA (Currently Remote due to COVID 19)

Full-time, 40 hrs per week, flexible schedule (must be available to attend team meetings)

Salary: \$55,000

#### ABOUT THE POSITION:

The My Ombudsman Program is hiring its first full-time Data Analyst. Our program works with hundreds of people with disabilities every year who are experiencing difficulty accessing care through their healthcare plans. Your job will be to both track the effectiveness of the program in fulfilling its mission to empower individuals to exercise their rights and access care., You will work with the My Ombudsman Program Director and Deputy Director to identify and present emerging trends and issues of concern within Massachusetts healthcare to both MassHealth and the wider community. Your analysis may very well lead directly to policy changes that will make a difference in how thousands of people get the health care they need.

#### ABOUT DPC/My Ombudsman:

Disability Policy Consortium is an independent civil rights advocacy and research organization run by and for people with disabilities. Our credo is "About Us, By Us," the belief that when decisions are made about people with disabilities, people with disabilities should be the ones making them. That's why nearly 90% of our staff members, including every member of our senior management team, identifies as having a disability. Through legislative advocacy, policy development, community organizing, and grassroots participatory research, we seek to make Massachusetts and the nation as a whole a more inclusive, accessible place for people with disabilities.

Our My Ombudsman program is the only healthcare ombudsman program in the world run by people with disabilities. Since its launch it has helped thousands of people with disabilities resolve issues with their MassHealth managed care plans and get the care they need. We are an independent organization, but contract directly with MassHealth to provide this service free of charge to people enrolled in MassHealth managed care plans. Members contact us when they are experiencing difficulty getting coverage for supplies or services they need, and we mediate between them, their plans, and their providers to try to resolve the situation in a way that meets their needs.

#### PRIMARY RESPONSIBILITIES:

- \* Analyze and categorize member data collected by My Ombudsman on an ongoing basis.
- \* Develop and implement strategies to identify and analyze trends in what issues members are having with their care, and document these trends for presentation.
- \* Assist Program Director with production of monthly and quarterly reports.
- \* Take direction from program director on what questions the program should be looking into, and develop strategies to answer them.

- \* Work with program director, deputy director, and IT manager to collect and analyze data on the performance of the Ombudsman team, and help identify areas for internal improvements.
- \* Produce visualizations of program data
- \* Implement good data practices and monitor data consistency
- \* Review database regularly for quality control
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- \* From time to time, write or co-write brief white papers on the trends the program identifies

#### ADDITIONAL RESPONSIBILITIES:

- \* Attend monthly One Care Implementation Council meetings with Program Director and assist with presentation to the Council.
- \* Attend weekly meetings with MassHealth as needed
- \* Assist with My Ombudsman communications if time is available
- \* Assist My Ombudsman and DPC personnel in conducting analysis for program budget proposals.

#### CANDIDATE SKILL PROFILE/REQUIREMENTS:

The ideal candidate will possess a combination of the following experience and characteristics:

- \* At least 2 years' experience with data analysis, preferably in a health care, public health, or public policy context.
- \* Experience working with Salesforce or other database programs
- \* Experience working with data analysis programs (e.g. R, Stata, SPSS) is preferred
- \* Strong written and verbal communication skills.
- \* Demonstrated strength at translating data into clear writing and explaining why it matters
- \* Highly organized, capable of working independently and meeting deadlines
- \* Experience producing data visualizations/infographics is a significant plus
- \* Passionate about disability rights and public health

This is a full time position with benefits, including health insurance reimbursement. We are committed to meeting the accommodation needs of employees with disabilities.

#### [Equal Employment Statement]

Interested applicants should send a resume and cover letter to [kbradshaw@dpcma.org](mailto:kbradshaw@dpcma.org) Cover letters should specifically address the applicant's interest in working for a disability rights organization.