



POSITION TITLE:	DATA QUALITY & SYSTEMS SPECIALIST
DEPARTMENT:	PEOPLE & OPERATIONAL PERFORMANCE
REPORTS TO:	QUALITY ASSURANCE & DATA SUPERVISOR
CLASSIFICATION:	ONE (1) FULL TIME PERMANENT VACANCY
FULL SALARY RANGE:	\$74,655.27 - \$99,959.85*
LOCATION:	FLEXIBLE WITHIN OUR CATCHMENT AREA
POSTING DATE:	MAY 12 TH , 2026
CLOSING DATE:	MAY 24 TH , 2026

Dnaagdawenmag Binnoojiiyag Child & Family Services is a multi-service Indigenous wellbeing agency. We provide a stable foundation for children, youth, and families, through wraparound services that are culturally based, and family focused.

PURPOSE OF THE POSITION

Reporting to the Quality Assurance & Data Supervisor, the Data Quality & Systems Specialist is responsible for maintaining the agency's case management systems, including CPIN and CaseWorks. The role supports moving beyond compliance into measurements that align with our wholistic service model. The Data Quality & Systems Specialist will ensure the case management systems are designed for service optimization to meet the needs of those we serve. For Data Quality, this role will identify agency data systems' needs, deliver training and support, interpret and communicate sector harmonized CPIN practices, and uphold Indigenous well-being outcomes and indicators. The position requires an in-depth knowledge of protection and support services, current service practices, First Nation laws and community expectations, Ministry Standards, established processes, and training methods.

This work is carried out in accordance with legal and ethical requirements, and in a manner that honours Indigenous data sovereignty, safeguards community-owned information, and reflects the Agency's responsibility to protect and respect Indigenous child, youth, and family information.

RESPONSIBILITIES

Case Management Systems Support:

- Coordinate, lead, and/or support CPIN related projects, including the identification, reporting, and escalation of CPIN issues to MCCSS, as required.
- Log, track, and report Agency data systems tickets through the CPIN Provincial Help Desk and the VitalHub (CaseWorks) ticketing system.
- Ensure consistent communication between the Agency and external help desks.



- Identify and recommend CPIN system changes through Agency defined processes.
- Collaborate with the IT team to resolve internal and inter agency CPIN issues through testing, validation, and solution development.
- Coordinate CPIN change management activities related to system releases, internal or external recommendations, directives, and other improvement initiatives.
- Represent Agency interests on MCCSS, OACAS, and ANCFSAO committees, CPIN user groups, training groups, and other relevant forums or committees, as requested.
- Lead the harmonization of CPIN business practices across the Agency in alignment with the Agency, our member First Nations, and provincial direction.
- Advise on organizational risks related to CPIN practices and develop corresponding mitigation strategies.
- Provide support for Business Continuity Planning (BCP) and other risk mitigation controls during system interruptions.
- Ensure timely internal and external communication related to CPIN issues, identified risks, and system changes.
- Act as a liaison with internal Agency staff to answer questions, provide information, and complete related coordination activities.
- Provide training and ongoing support in-person and virtually to staff in the use of CPIN & CaseWorks, including classroom and online training tailored to staff roles, facilitated labs, and individual support, as needed.
- Assist with the deployment, sustainment, and ongoing support of CaseWorks for Cultural and Support Services activities.
- Maintain, create, and update CPIN and CaseWorks desk guides, workflows, and supporting documentation.

Data Audit and Analysis:

- Analyze the relationship between service and support services to better understand its impact on outcomes for children, youth and families.
- Support FNIM specific data quality requirements and data requests.
- Promote and reinforce compliance with Standards and legislative requirements by ensuring data integrity, consistency, accuracy, and timeliness of data entry across Agency systems.
- Conduct data quality and service audits to support all areas of service delivery within the Agency and provide findings and recommendations for improvement.
- Support Ministry and OACAS audits, including preparation, data validation, coordination, reporting, and follow up activities, in accordance with Agency defined processes.
- Manage, review, and merge duplicate person records within data systems.
- Track and manage support requests related to Agency data systems.
- Interpret and analyze data to identify service trends and emerging issues and propose data informed solutions.



- Create data visualizations and analytical outputs to support monitoring, reporting, and decision making.
- Use Indigenous child wellbeing research, Agency initiatives, and staff feedback to support continuous improvement in service quality and related outcome measures.
- Implement and support Indigenous outcome measures as prioritized by Agency leadership.

Other Duties:

- Performs other duties as assigned.

POSITION REQUIREMENTS

Education and Experience Requirements:

- Bachelors degree in Social Work, Information Technology, Data Science or a related field.
- At least three (3) years of proven experience in case management systems management with CPIN and CaseWorks.
- At least three (3) years of direct experience within an Indigenous Child Wellbeing agency, preferably in the delivery of front-line services.
- An equivalency of education and experience will be considered should there be a strong relevance to the necessary knowledge, skills and abilities required.
- Experience working within Child Welfare and/or Indigenous Child-Wellbeing setting would be considered an asset.

Knowledge Requirements:

- In depth knowledge of child protection and all cultural and wellbeing services, including all relevant legislation, standards, regulations and First Nation Service Agreements.
- Exceptional understanding of our service delivery framework, standards and practices including data sovereignty principles.
- Strong knowledge of the CPIN and CaseWorks systems, including data entry protocols and reporting mechanisms.
- Knowledge of data analysis techniques and tools for auditing and during data integrity.
- Understanding of Child Welfare Legacy Recording Systems (i.e., Coyote, Fasttrack)
- A strong knowledge of the services provided by Dnaagdawenmag Binnoojiiyag Child & Family Service with a very good understanding of the purposes of each program.
- Thorough knowledge of Indigenous culture and values including the First Nation, Inuit and Métis communities we service.
- A good working knowledge of community services within the Dnaagdawenmag Binnoojiiyag Child & Family Services catchment area and surrounding areas to assist in service provision.



- A solid understanding of and sensitivity to the experiences of First Nations and Indigenous peoples in Canada, and the impact of the legacy of Residential Schools and the Sixties Scoop upon them is essential.

Ability Requirements:

- Ability to identify data system needs and propose actionable improvements or changes.
- Capacity to collaborate with departments and teams across the agency as well as external partners to troubleshoot and resolve system challenges.
- Strong organizational and project management skills to handle multiple initiatives and deadlines effectively.
- Commitment to uphold ethical standards and principles involved in data handling and reporting.
- Good computer skills in the application and use of Microsoft Office applications, with an excellent ability to utilize the tools in Excel.
- Ability to work autonomously and as part of a team, demonstrating initiative in problem-solving and service optimization.
- Ability to identify effective sources of information for the production of reports.
- Skilled in the interpretation of data, identification of trends and evaluation of key indicators of performance.
- Ability to evaluate, assess and produce information using critical thinking and problem-solving skills.
- Strong comprehension of written communication and the ability to write clear and precise communications to meet organizational responsibilities and other administrative requirements.
- Proficiency in developing supportive tools and resources that result in consistent practices for data input at the user level, including training techniques tailored for different staff roles and service provisions.
- Proven ability with accuracy and attention to detail.

Mandatory Requirements:

- Provide an acceptable Canadian Police Information Centre Check (CPIC) and a Criminal Record Check and Judicial Matters Check (CRCJMC)
- Able to provide a safe vehicle for use on the job, an acceptable Driver's Abstract, evidence of a valid Ontario Driver's License and of Personal Liability & Property Damage insurance coverage for at least \$2,000,000.00.
- Must be willing to work flexible hours including weekends, evenings and holidays as required.

WORKING CONDITIONS

- A working location with a hybrid work from home option is available, subject to initial and ongoing eligibility.



- Travel within the Agency's catchment area will also be required from time to time.
- At our Agency, we actively encourage a healthy work life balance and aim to ensure working hours do not exceed 35 hours per week and/or do not need to be conducted during evenings and weekends. However, we recognize that needs may need to be met outside of these hours from time to time. We have a flexible work policy where we aim to maintain an 8-hour daily schedule (inclusive of a 1 hr lunch) whenever possible. There may be occasions where your scheduled start and end time will vary outside of 8:30am-4:30pm or that you will need to work extra hours.

STARTING SALARY RANGE

- Starting salary is \$74,655.27 - \$89,978.56 - depending on qualifications and experience.

*PLEASE NOTE: The full salary range is the total earning potential for this position. Increases are awarded based on your annual performance review.

TO APPLY

- Please email the following to careers@binnoojiiyag.ca
 - Application for Employment (available at www.binnoojiiyag.ca)
 - Please indicate preferred location in your application
 - Resume (include 3 work-related supervisory references)
- Incomplete Applications will not be considered.
- Only those selected will be contacted for an interview.
- As an Indigenous Child Wellbeing Agency, we give priority to applicants who identify as First Nations, Inuit, Métis, and those with close affiliations.