

Job Description: Manager, Database Operations

Location: United States (Remote)

Job Type: Full Time

About CHNC

The Children's Hospitals Neonatal Consortium is a non-profit organization dedicated to improving care and outcomes for high-risk infants through transparency in data sharing and benchmarking and the development of quality improvement, safety, and research initiatives. The CHNC database was developed to meet the data acquisition and analytics required for comparative quality and outcome measures targeting the unique population of medically complex neonates and infants treated in Level IV NICUs at leading children's hospitals in North America.

Job Summary

The Manager, Database Operations will coordinate ongoing management and improvement of the Children's Hospitals Neonatal Database (CHND) by working closely with hospital-based users of the CHND and the database vendor to support data input and reporting efforts. This role will be responsible for working with users of varying levels of technical skills, as well as project managers at third-party vendors to support and improve applications. Building and maintaining strong relationships with all constituents is crucial to success. This role will also focus on improving data quality, including facilitating or leading relevant data and reporting CHNC committee work. The position will serve as a resource for database participants and includes training and education as well as communication with and engagement of participating hospitals.

Primary Duties & Responsibilities

Database Applications

- Act as liaison between end users and database vendor to ensure proper application availability and functionality
- Establish timeframes for completion of projects with database vendor and work with CHNC leadership, staff and participating hospitals to accomplish goals
- Working collaboratively, identify, prioritize, and manage routine data collection tool updates and report development
- Support application update efforts, including requirements gathering
- Working with all stakeholders, assist with testing, scheduling, and communicating application downtime and updates
- Utilize product knowledge and input from users to determine solutions as issues arise
- Provide level-one support for database applications (i.e., password resets, new user requests, basic troubleshooting)
- Track and manage CHND platform user lists

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Data Quality

- Support ongoing development of data definitions
- Work with abstractors, clinicians and analysts to identify data discrepancies
- Communicate site-specific data discrepancies to individual users for correction
- Assess opportunities to improve data quality and consistency at the time of data entry
- Develop and administer an inter-rater reliability system
- Mentor and guide data abstractors
- Working with CHNC hospital nurses and physicians, takes primary responsibility in maintaining the CHND Manual of Procedures
- Work closely with clinical champions of CHNC hospitals to ensure that data collection is timely and accurate

Customer Interaction

- Work closely with clinicians and CHNC staff to understand their needs and quickly and independently translate these into specific deliverables
- Work individually with users across multiple time zones to provide support
- Facilitate monthly calls with data coordinators and relevant subcommittees
- Facilitate and provide support for annual symposium abstractor sessions
- Establish collaborative, web-based meetings (e.g., Zoom), create meeting slides, facilitate meetings and record minutes/action items
- Prepare meeting agenda and minutes; facilitate meeting prep: prepare slide sets
- Support training and technical support for hospital onboarding

Note: This job description is not intended to be an exhaustive list of all responsibilities. The CHNC is a small organization, therefore all staff must maintain flexibility to cover other domains as needed.

Education

- Bachelor's degree in management information systems or health care related discipline or equivalent experience

Experience and Skills

Required

- Minimum three years of experience in data management, preferably projects in healthcare, clinical data registries and/or research
- Strong pediatric clinical understanding
- Proficiency using Microsoft Word, Power Point and Excel and/or Google Suite
- Ability to work productively and effectively within a remote environment
- Ability to work collaboratively, but often independently, without considerable direction on primary projects
- Excellent interpersonal, verbal and written communication skills
- Strong customer-service focus
- Ability to handle multiple changing priorities

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Preferred

- Pediatric clinical experience preferred, ideally in neonatal patient care
- facilitation skills for virtual meetings with up to 100 participants
- Minimum three years of experience in project/program management processes
- Experience with web-based data applications
- Experience working with confidential data and protected health information
- Experience working with interdisciplinary teams on technical projects
- Experience using data visualization tools such as Tableau
- Leadership skills to engender cooperation, confidence, and respect

Salary and Benefits

- Salary Range: \$80,000 - \$95,000; commensurate with education and experience
- Benefits include healthcare, dental, vision, 401K plan and matching

The CHNC is an equal opportunity employer. We are committed to creating an inclusive environment for all employees.

Interested applicants submit resume to jobs@theCHNC.org