

Job Description **Data Analyst**

About Roots Community Services Inc.

Roots Community Services Inc. (RootsCS) is a charitable organization that provides culturally relevant programs and services to inspire residents in the Region of Peel, primarily from the Black and Caribbean communities, to make positive changes in their lives and within their communities. We aim to assist our clients by providing pathways to achieve their full potential and find solutions to improve their health, well-being, and quality of life.

About the Black Health and Social Services Hub

RootsCS is partnering with LAMP Community Health Centre (LAMP CHC) and the Canadian Mental Health Association Peel Dufferin (CMHA Peel Dufferin) to design, develop and implement an integrated health and social services hub with and for the Black, African and Caribbean (BAC) communities in Peel Region.

The Black Health and Social Services Hub (BHSS Hub) provides primary health, mental health, addiction and social services programs that will holistically address BAC communities' physical, mental, social and cultural needs, and seeks to eliminate disparities and inequities.

To achieve our goals, we recruit people passionate about delivering culturally relevant, responsive and affirming care that will inspire individuals to improve their well-being.

The Position

The Black Health and Social Services Hub (BHSS Hub), through RootsCS, is seeking a highly motivated Data Analyst to support the Hub's monitoring, evaluation, and data analytics functions. Reporting to the Project Manager, the Data Analyst will play a critical role in strengthening evidence-based decision-making and advancing equity-focused practices across BHSS Hub programs.

This role is ideal for someone who is analytical, detail-oriented, collaborative, and passionate about using data to drive impact within underserved communities.

Terms of Contract: Full-time position with terms and conditions reviewed annually.. Renewable on April 1 of each year, based on funding availability and satisfactory performance.

Hours of Work: 35 hours per week

Compensation: \$62,000.00 - \$67,000.00

Start Date: Immediate opening

Reports to: Project Manager, Black Health and Social Services Hub

Major Duties & Responsibilities

1. Evaluation & Performance Measurement

- Support the development, implementation, and refinement of BHSS Hub and program evaluation frameworks aligned with strategic priorities.
- Collaborate with interdisciplinary teams to define evaluation goals, indicators, and methodologies.
- Assist in designing and conducting program evaluations to assess effectiveness, impact, and outcomes based on community need and funder requirements.
- Support the development, monitoring, and updating of logic models and theories of change.
- Contribute to the development and tracking of Key Performance Indicators (KPIs) across programs and the BHSS Hub.

2. Data Collection, Management & Integrity

- Develop, refine, and maintain data collection tools, processes, and databases.
- Collect, clean, verify, and analyze data from multiple program streams.
- Execute routine data quality checks, audits, and validation processes.
- Ensure all data handling protocols comply with privacy, confidentiality, cybersecurity, and data governance requirements.

3. Data Analysis & Reporting

- Conduct advanced statistical analyses, trending, forecasting, and predictive modelling using tools such as SPSS, Excel, Python, or R.
- Create clear, accessible data visualizations and interactive dashboards (e.g., Power BI, Tableau).
- Prepare high-quality reports, briefs, and presentations for internal and external stakeholders.
- Assist with literature reviews, environmental scans, and background research to inform program improvement and strategic planning.

4. Quality Improvement & Operational Support

- Support or lead the development and monitoring of the BHSS Hub's Quality Improvement Plan (QIP).
- Identify trends, gaps, and opportunities for service and process improvements.
- Work collaboratively with all Hub partner agencies to integrate learnings and insights into continuous improvement activities.
- Assist in developing data manuals, process documentation, and standard operating procedures.

5. Cross-Organizational Collaboration

- Work collaboratively across BHSS Hub partners to ensure alignment in data systems, reporting processes, and evaluation standards.
- Support knowledge-sharing through presentations, learning sessions, and staff training activities.

Skill and Qualifications

Education and Experience

- Bachelor's degree in Data Science, Statistics, Social Sciences, Public Health, or equivalent (Master's degree an asset).
- Minimum 2–3 years of applied experience in data analysis, preferably within a nonprofit, social services, community health, or public sector environment.
- Related professional certifications (e.g., Google Data Analytics, Microsoft Data Analyst Associate) are considered assets.

Technical Skills

- Intermediate to Advanced quantitative and qualitative analysis skills.
- Proficiency in statistical software (SPSS, SAS, R, Python), Excel, and data visualization platforms (Tableau, Power BI).
- Experience with cloud-based data platforms, survey applications (e.g., SurveyMonkey, REDCap), Microsoft 365, and Google Workspace.
- Experience applying data governance and privacy protocols.
- Understanding of machine learning techniques is an asset.

Core Competencies

- Strong analytical thinking and problem-solving skills.
- Excellent written and verbal communication; ability to explain complex findings to diverse audiences.
- Strong project management abilities and experience leading data-related initiatives.
- High attention to detail and commitment to data accuracy.
- Ability to work independently and collaboratively in a fast-paced, evolving environment.

Equity, Community & Cultural Competencies

- Strong understanding of the experiences, inequities, and systemic challenges faced by Black, African, and Caribbean communities.
- Demonstrated commitment to equity-focused evaluation, culturally safe practices, and ethical data use.
- Sensitivity to diverse lived experiences and intersectional identities.

Other Requirements

- Valid driver's license and access to a vehicle with current insurance.
- Clear Vulnerable Sector Screening.
- Ability to work flexible hours, including evenings and weekends, as required.

This position is a full-time role within the Black Health and Social Services Hub. While the primary responsibilities are aligned to supporting the Hub's data, reporting, and operational needs, the employee may periodically collaborate on cross-functional initiatives that support organizational learning, planning, and continuous improvement, as appropriate.

Please email your application with a cover letter to careers@rootscs.org, with the subject line **Data Analyst**. Please note that we will review applications as they are submitted until the positions are filled.

We thank all who apply for this position; however, only those candidates selected for an interview will be contacted.