DIRECTOR, DATA MANAGEMENT

Department	Electronic Medical Record (EMR)	**Direct Care** **Non-Direct Care**	Non-Direct
FLSA Status	Exempt	**Exemption Type** *(HR Use Only – Check all that apply)*	☒Executive ☐Computer ☐Administrative ☐Professional ☐Outside Sales
Reports to	Associate Vice President, Health Information Technology & Analytics	**Supervises**	• Data Management Specialist • EMR Data & Application Administrator • Data Developer/Applications Administrator
Primary Location	Buffalo	**Employment Status**	☒Full Time ☐Part Time ☒Regular ☐Temporary
Original Date	October2026 - New	**Revised Date**	N/A

JOB SUMMARY

Job summary should specify the nature and purpose of the job. Please provide one to two sentences starting with an action verb, followed by the aim of the position that identifies the primary result of the position.

The Director of Data Management provides leadership and expertise in the organization's electronic medical record (EMR) and the use of its data to support service delivery. This role partners across programs and strategic operations to deliver accurate, actionable data and reporting.

ESSENTIAL FUNCTIONS

List the essential job functions or responsibilities. Typically, most jobs have between 8 to 12 essential functions. It is critical to note that not every function of the position should be deemed as essential. Essential functions should include only those items that are "critical for getting the job done" or "accountabilities".

- In this role, you will have the opportunity to lead and play crucial role in driving data strategy and governance for our organization. You will inform and help implement the developed data strategy that aligns with organizational priorities and quality expectations with AVP, HIT and Data Analytics
- Support organization data culture, management and decision making strategies.
- Maintain knowledge of business processes application design and understand cross-functional business relationships and their use of information.

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- Develop, implement, and maintain documentation for EMR data analysis, data collection and other strategies that optimize efficiency and quality.
- Maintain and oversee organizational data needs and request.
- Manage new data initiatives and related projects, ensuring consistency with high-level business needs and regulatory requirements.
- Support and monitor the development and implementation of the Data Governance plan.
- Establish and maintain data governance frameworks, policies, and procedures to ensure data quality, integrity, and compliance.
- Oversee the reporting functions/access documentation within the EMR and other data analytic tools used by our organization.
- Oversee measures related to confidentiality of data by defining data access permissions, managing access requests process and compliance.
- Support in the design, test, analyze and prepare ad-hoc, quarterly and year-end operational reports including an evaluation of the data and recommendations utilizing available data visualization tools (charts, dashboards, etc.).
- Oversee process of routine testing of data reports to proactively identify problems/issues concerning data accuracy and data integrity.
- Oversee database environments troubleshooting.
- Provide quality control oversight (e.g. data validation, utilizing a range of data cleansing and/or other techniques) as needed to identify and/or correct system and reporting issues.
- Proactively inform users of outages and anticipated delays in reporting live data.
- Ensure implementation of user training, testing, documentation, and roll-out of reports.
- Create, develop, and participate in the design and implementation of data solutions, EMR forms, workflow/processes, analysis and customization to support organizational functions using knowledge of SQL and the back end of the EMR.
- Oversee the EMR and Data support team, collaborating with program and strategic operations, as needed, on the analysis of EMR problems and bugs and oversee resolution with the EMR vendor from a technical perspective.
- Oversee and support RHIO troubleshooting and data exchanges.
- Oversee maintenance of the SQL database (data from previous EMR) for retrieval and production as needed and requested, including queries needed to obtain data.
- Collaborate and oversee operations with IT on data integration with SQL environment nightly data feeds from current EMR vendor and automation of data visualization products/tools to produce current relevant information.

- Responsible for timely and accurate reports utilizing the EMR and ensuring consistency, standardization, and compliance.
- Oversee development and operation of the internal EMR reporting Helpdesk via MS Power Apps, including troubleshooting and support.
- Collaborate on internal EMR training as requested by Learning and Development. Participate in and lead as requested any internal EMR training efforts.
- Support system enhancements and other major functional improvements.
- Manage vendor relations and performance, including issue resolution related to data and reporting.
- Collaborate on annual strategic initiatives/goals for the EMR and Data Management Department, tracking and reporting outcomes and results as required.
- Responsible for the coaching and development of team members.

OTHER DUTIES

List other non-essential job functions or responsibilities. May wish to include in the list "performs other duties as assigned".

- Commits to a respectful, just, and supportive environment for all individuals and team members aligning with the organization's commitment to inclusion and belonging.
- As a leader, sets and promotes a culture focused on inclusion and belonging in all business practices. This includes actively seeking, hiring, and developing talented candidates and appropriately and fairly addressing issues related to inclusion in all interactions with team members.
- Other duties as necessary or assigned.

KNOWLEDGE, SKILLS & ABILITIES

List required knowledge, skills and abilities needed for the job.

Core Skills and Competencies

- Ability to work independently with minimal supervision, effectively prioritizing and managing multiple projects and deadlines.
- Strong written and verbal communication, relationship-building, collaboration, and conflict resolution skills.
- Demonstrated professionalism, ethical judgment, cultural competence, and ability to handle sensitive and confidential information appropriately.

- Strong organizational and decision-making skills, with attention to detail, sound judgment under pressure, and the ability to manage high-stress situations.
- Strategic, big-picture thinker with the ability to influence change and drive both tactical and organization-wide initiatives to successful completion.

Data, Technical, and Analytical Skills

- Advanced proficiency with Microsoft Office applications, particularly Excel, Word, PowerPoint, Power Apps, and Power Automate.
- Advanced Excel expertise required, including macros, pivot tables, VLOOKUPs, and complex formulas.
- Experience leveraging data analytics and visualization tools for reporting and insights (e.g., Power BI, Tableau).
- Knowledge of data analysis and system integration processes.
- Working knowledge of database structures and SQL querying.
- Data Governance & MDM Concepts, data quality standards, data life cycle management and privacy compliance.

Industry and Program Knowledge

- Strong knowledge of OPWDD-funded services and supports, including regulatory and reporting requirements

EDUCATION & EXPERIENCE

List required education and/or experience needed for the job.

- Bachelor's degree **required**
- Minimum of five (5) years of experience working with electronic health records and databases **required**
- At least three (3) years of experience in a leadership role, with responsibility for guiding teams and/or managing projects.
- At least (3) years of experience in data management, business intelligence, reporting, data warehousing, or data analytics.
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PHYSICAL REQUIREMENTS

List physical requirements of the job and indicate how often the team member is required to perform these requirements. The physical demands described here are representative of those that must be met by a team member to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Activity	**Frequency**			
	N/A	**Rarely**	**Occasionally**	**Regularly**
Travel	☐	☐	☒	☐
Ambulate	☐	☐	☒	☐
Drive	☐	☐	☒	☐
Type/Keyboard	☐	☐	☐	☒
Twist/turn	☐	☐	☒	☐
Stand	☐	☐	☒	☐
Sit	☐	☐	☐	☒
Talk	☐	☐	☐	☒
Hear	☐	☐	☐	☒
Use hands and fingers	☐	☐	☐	☒
Repetitive Motion	☐	☐	☐	☒
Close vision	☐	☐	☐	☒
Peripheral Vision	☐	☐	☐	☒
Depth of Perception	☐	☐	☐	☒
Ability to see color	☐	☐	☐	☒
Lift up to 5 lbs.	☐	☐	☒	☐
Lift up to 10 lbs.	☐	☐	☒	☐
Lift up to 20 lbs.	☐	☐	☒	☐
Lift up to 50 lbs.	☐	☐	☒	☐
Lift up ____ lbs.	☐	☒	☐	☐
Carry	☐	☐	☒	☐
Reach	☐	☐	☒	☐
Push	☐	☒	☐	☐
Climb	☒	☐	☐	☐
Pull	☐	☒	☐	☐
Stoop	☐	☒	☐	☐
Kneel	☐	☒	☐	☐
Crouch	☐	☒	☐	☐
Crawl	☐	☒	☐	☐
Balancing	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

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ENVIRONMENTAL CONDITIONS

List environmental conditions of the job and indicate how often the team member is exposed to these conditions.

Physical Activity	Frequency			
	N/A	Rarely	Occasionally	Regularly
Office environment	☐	☐	☐	☒
Moderate noise	☐	☐	☒	☐
Loud noise	☐	☒	☐	☐
Extremely loud noise	☒	☒	☐	☐
Confined area	☒	☐	☐	☐
Exposure to bloodborne pathogens or bodily fluids	☒	☐	☐	☐
Exposure to allergens	☒	☐	☐	☐
Exposure to chemicals	☒	☐	☐	☐
Exposure to airborne pathogens	☐	☒	☐	☐
Exposure to dim lighting	☐	☒	☐	☐
Exposure to bright lighting	☐	☐	☐	☒
Exposure to heights or high precarious places	☒	☐	☐	☐
Extreme heat/humid conditions	☒	☐	☐	☐
Outdoor conditions	☐	☒	☐	☐
Other:	☐	☐	☐	☐
Other:	☐	☐	☐	☐

I can, with or without reasonable accommodation(s), perform the essential functions of this position:

Team Member Signature: _____ Date: Click or tap to enter a date.

Supervisor Signature: _____ Date: Click or tap to enter a date.

HR Reviewed Signature: Michelle Hoffman Date: 11/5/2026

AVP, Finance Signature: _____ Date: Click or tap to enter a date.

CPO Signature: _____ Date: Click or tap to enter a date.