

BUSINESS ANALYST (Workforce, Education and Training)

Job Title: Business Analyst (*Workforce, Education and Training*)

Department: Administration

Reports To: Chief Administrative Officer

FLSA Status: Non-Exempt

CaIMHSA is an industry-leading joint powers authority, providing services to California's County Behavioral Health Departments. We have earned the reputation for asking tough questions, listening well, and building high performing teams to deliver superior results to our members, community and government stakeholders, and Californians. CaIMHSA provides administrative, fiscal, and program implementation services to support a variety of innovative mental health solutions.

We are looking for a Business Analyst with experience working with behavioral health Workforce, Education, and Training (WET) efforts focused on strategies to further develop, expand, and/or retain the local workforce within counties. This position will provide critical support to a several multi-county WET projects, including the ongoing support of project implementation.

Individuals with lived mental health experience, family members and care takers of individuals with lived experience, and individuals from racial, ethnic, and culturally diverse communities are strongly encouraged to apply.

Key Responsibilities:

- Work with implementation team to define business analysis requirements.
- Perform quality assurance during and after implementation.
- Define reporting and notification requirements.
- Help design, document and maintain processes for continued program implementation and sustainability.
- Provide feedback and make recommendations to ensure program success and maximization of outcomes.
- Assist in development of Key Performance Indicators (KPI) report production, automation, and validation.
- Manage, interpret, and validate data, while maintaining the focus on improvements.
- Conduct targeted audits of all provider and Member-oriented work streams to promote compliance, positive Member experience, optimize outcomes, and ensure high-value impactful procedures are in place.

- Provide clear and succinct updates to internal and external stakeholders.
- Ensure compliance of state and federal reporting requirements.

Required Education/Experience

- Bachelor's degree or higher in business analysis, business administration, finance or related field
- Minimum of 3 years of business analyst experience or equivalent.

Skills and Attributes

- Previous experience working in the mental health or health field.
- Experience in analyzing data to draw business-relevant conclusions and in data visualization techniques and tools.
- Proven experience in managing contracts and compliance with contractual obligations.
- Strong written and verbal communication skills including technical writing skills.
- Highly analytical approach to problem analysis and problem-solving with strong attention to detail and accuracy.
- Establish and meet deadlines; beginner to intermediate project management skills for managing deadlines with small to medium teams (2-5 people).
- Organize multiple streams of work effectively and multitask; attention to detail and accuracy is required.
- Effective written and oral communications; including an ability to synthesize information from a variety of sources in both written and verbal manner.
- Demonstrate sense of urgency, initiative, responsiveness, and proactive approach to work.
- Demonstrate strong interpersonal and communication skills - verbal and written – across multidisciplinary teams to develop solutions to support CalMHSA Members.
- Execute problem analysis and problem-solving abilities with strong attention to detail and accuracy.
- Collaborate with internal and external groups and partners of various technical skill levels.
- Prioritize projects, and direct available resources as necessary while meeting timelines.
- Communicate program or performance needs to a supervisor or project lead.

Physical and Sensory Requirements:

- Candidate must be able to sit for long periods of time to perform duties, move around, make inquiries from other staff, and management as needed.
- Must be able to bend or stoop down to access files, including lifting of items or objects up to 20 lbs.
- Able to work in office located in Sacramento or remotely.

