Director, Decision Support

Full Time Permanent

Join a team that makes a real difference in the lives of others every day. At Hamilton Health Sciences Foundation (HHSF), you will play an important role in supporting cutting-edge healthcare and improving patient outcomes, while being part of a passionate and caring community. We inspire and motivate gifts that fund medical equipment and patient amenities, innovative research initiatives, essential redevelopment of clinical care spaces, and the education and training of health care providers.

As a registered charitable organization, we proudly support patients and families across south-central Ontario, and from outside the region, who receive specialized care at Hamilton Health Sciences including Hamilton General Hospital, Juravinski Hospital and Cancer Centre, McMaster Children's Hospital, and St. Peter's Hospital. The associated programs at the Regional Rehabilitation Centre, McMaster University Medical Centre and Ron Joyce Children's Health Centre are also included.

Hamilton Health Sciences Foundation is building upon a strong foundation of our Culture Code that includes the values of respect, impactful and inspiring. We believe that relationships and partnerships are the basis of excellence in fundraising and have a vision to see a community of inspired and committed donors. Every position in HHSF contributes to a safe, inclusive environment for all through compliance with our equity, diversity and inclusion philosophy and patient and staff safety policies and procedures.

Position Summary:
We are seeking a strategic and collaborative leader to join our team as Director, Decision Support. This is a unique opportunity to bring your expertise in data systems, analytics, and information management to a mission-driven organization that is advancing healthcare in our region. In this role, you will lead data management across HHSF's systems—primarily Blackbaud Raiser's Edge and Financial Edge—ensuring data integrity, compliance, and system optimization that directly support fundraising and operational success.

Working closely with the Director, Business Intelligence, you'll provide critical insights that inform Foundation strategy, strengthen donor engagement, and shape decision-making. Your work will help enable our Philanthropy & Partnerships, Community & Legacy Giving, Marketing & Communications, and Brand Strategy teams to deliver meaningful donor experiences and build lasting relationships. From managing complex data environments to leading integration projects and building data literacy across teams, you'll play a pivotal role in supporting HHSF's mission and business plan.

If you're passionate about turning data into strategy, thrive in a collaborative environment, and want to make a measurable difference in your community, we would love to hear from you.

Qualifications:

- Post-Secondary education or equivalent experience in relevant field (business, computer sciences, information technology, business analytics, etc.)
- Seven (7) years' progressive relevant experience in a similar position, with demonstrated success
- Advanced experience with Blackbaud and Microsoft Suite of products (M365, Access, Excel)

- Advanced knowledge of data management systems, tools, technologies and overall data governance and privacy
- Deep understanding of data analysis to uncover insights and translate into mission business intelligence
- Familiar with fundraising related to prospect cultivation, and donor lifecycle to inform strategic goals and objectives to achieve mission
- Proven project management and change management skills for implementing of system, software integrations and process improvements
- High degree of initiative and ability to manage multiple projects concurrently and prioritize tasks in a positive and effective manner, meeting critical deadlines
- Excellent verbal and written communications skills to clearly articulate the insights from findings to management and relevant stakeholders
- Must be intellectually curious with strong creative and imaginative prowess to generate ideas to solve business problems
- Requires strong critical thinking abilities to draw sound conclusions from information and various data sources
- Demonstrated quantitative modeling skills required
- Comfortable with ambiguity, decision making that involves some level of uncertainty
- Must be able to work collaboratively in a cross-functional team environment and have the professionalism to interact directly with senior executives across the Foundation
- Accuracy and attention to detail is imperative
- Demonstrated commitment to the highest standards of ethical practice
- Act as an ambassador throughout the community, positively representing the Foundation
- Positively contributes to a supportive and inclusive organizational culture
- Highly effective people leadership skills with demonstrated employee coaching, mentorship and development skills
- Acts as a role model to staff and others, demonstrating the highest standards of professionalism, confidentiality and sensitivity
- Experience with developing and managing a budget with accountability for departmental expenses.

Working Hours, Location and Requirements

- This position operates Monday to Friday 8:30 am – 4:30 pm, onsite at Hamilton Health Sciences Foundation head office at 1 King Street West, Hamilton, ON.
- A current and satisfactory Criminal Record and Judicial Matters Check (CRJMC) or Police Vulnerable Sector Check (PVSC) is a requirement of employment; the regional police service will determine suitable police check.
- A cleared status by HHS Employee Health Services is a requirement of employment in accordance with Hamilton Health Sciences policy.

Why Us?

At Hamilton Health Sciences Foundation, we are committed to offering a comprehensive total rewards package that supports your well-being:

- We provide a competitive hiring range of $90,000 to $110,000, commensurate with experience, along with an annual performance-based incentive program.

- Our package includes participation in a Defined Benefit Pension Plan (HOOPP), comprehensive healthcare, dental and travel benefits with a Health Services Spending Account, maternity and parental leave top up benefits, and access to the Employee and Family Assistance Program (EFAP).
- Directors start with four weeks of paid vacation and your birthday off!
- We have a culture which supports and encourages continuous professional development and career growth opportunities

How to Apply: to help us learn more about you, please submit your resume and cover letter articulating why you are interested in working for the Hamilton Health Science Foundation to HHSFcareers@hhsc.ca**,** by **April 30th, 2025**. If you do not have all qualifications, we are still interested in your application. Applications will be reviewed and invited for next stages of the recruitment process, as received. We would like to thank all who apply, but only those selected to move forward will be contacted.

The Hamilton Health Sciences Foundation is an inclusive and equal opportunity employer. Our commitment to equity, diversity and inclusion within HHSF reflects a belief that we will make the greatest impact to our mission when everyone can genuinely and fully participate without barriers or exclusion. We are dedicated to creating a workplace reflective of the community we live, work and serve and welcome applications from diverse and equity-deserving groups.

HHSF is committed to providing a barrier-free recruitment process and work environment. Accommodation, if requested, will be provided throughout the recruitment process in accordance with the Canadian Charter of Rights and Freedom, Accessibility for Ontarians with Disabilities Act and the Ontario Human Rights Code. Should any candidate require accommodation in any phase of the recruitment process, please contact Heather Slye (905.521.2100 x 44624 or HHSFcareers@hhsc.ca) for assistance.