



Job Description: Research Associate

Location: Memphis, TN

This Innovate Memphis Research Associate will work closely with the Memphis Fire Department Fire Analytics Team providing data analytics for Emergency Medical Services (EMS). Public sector data analysis, operational report and dashboard development and program collaboration skills are essential for success in this position. The overall goal for the programs is to right-size the EMS response, with the potential for long-term quality of care improvement for the community. The ideal candidate possesses a passion for making meaningful, sustainable change in the City of Memphis and is ready to work with an interdisciplinary team, other members of healthcare, and government leaders in a collaborative environment.

Primary Duties and Responsibilities

The Research Associate performs a wide range of duties including the following:

- Provides research and analytics support for the EMS Bureau
- Collects data and analyzes it to construct and target measurable community strategies across MFD bureaus and service centers
- Prepares reports to accurately reflect operational efficiency and effectiveness
- Provides technical assistance to staff and assesses needs
- Analyzes prevention models in redirecting patients to longitudinal managed patient care with associated cost savings for the patient and the healthcare system
- Trains users and responds to multiple stakeholder needs
- Uses statistical methods to analyze data and design useful business reports
- Identifies and recommends ways to streamline organizational processes
- Uses data to create models that depict trends
- Supports efforts to ensure data standards are developed and maintained
- Possesses the ability to perform analysis using public sector data, Memphis Fire Division data and makes appropriate reports to evaluate progress toward divisional and administrative goals
- Uses knowledge or access to institutional knowledge to quickly assess the progress of civic innovation and data analysis projects and report to program partners for strategic action
- Provides support to a comprehensive data program
- Familiarity with identifying health equity and social determinants of health

Qualifications

The ideal candidate combines experience in data analytics with a passion for making meaningful, sustainable change in the City of Memphis. An innovation project involves providing the partner successful data analytics, developing detailed program reports, and delivering solutions to meet specific targets. Characteristics of successful candidates for this position include:

- Demonstrated record delivering measurable results on time and within budget
- Direct experience working with government, non-profit, or private sector leaders
- Ability to thoughtfully communicate with and respectfully engage diverse stakeholders around a shared vision for achieving results
- Self-directed research associate who can make meetings and interactions actionable
- Process improvement insights
- Sharp critical thinking skills
- Strong attention to detail
- Strong data analytics skills
- Flexibility and creativity
- Ability to work iteratively

This position requires a Bachelor's Degree in relevant fields, plus three years of work experience. Candidates with a Master's degree or data analytics certifications will be favorably considered.

Experience in any of the following fields or with the following tools is favorably considered, though not essential: public health research or health data analytics, strategies using analytics tools, GIS mapping, data visualization software, and data cleaning

Position Details:

Expected Hours of Work: This position will predominantly work during typical office hours. This can be flexible within the Monday to Friday work week, given the nature of the partner's work. The role may include occasional evening or weekend work, working indoors and outdoors and a combination of office tasks, outreach and events. The majority of the work will be in an office environment.

Reporting: This role will have a dual reporting role, reporting to the Innovate Memphis EMS Project Manager and the designated representative at the City of Memphis.

Compensation: This position's compensation will be negotiated as the candidate's experience and schedule dictates. The role will not pay less than \$21/hour. Health care benefits for the employee are also covered by the employer.

Application Details:

Please submit a cover letter and resume. If you have samples of work you are welcome, but not required, to submit up to two samples.

Subject Line: EMS Research Associate

Email: info@innovatememphis.com

Innovate Memphis uses a proven innovation process to develop and deliver new solutions to some of Memphis's most pressing challenges. Innovate Memphis has developed, tested and launched innovations to improve City service delivery and quality of life for all Memphians. Priority areas include neighborhood economic vitality, public space, transportation and mobility, and emergency medical services.