

## Business Analyst, CTAAS



# Canadian Cancer Society

Phone :  
Web :

### Job Summary

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Vacancy :  
Deadline : Aug 10, 2024  
Published : Jul 10, 2024  
Employment Status : Hybrid  
Experience : Any  
Salary :  
Gender : Any  
Career Level : Any  
Qualification :

## Job Description

**Job Title:** Business Analyst, CTAAS

**Location:** Any BC CCS Office (Vancouver, Victoria, Kelowna, Prince George). Detailed office location information can be found by visiting this link: (<https://cancer.ca/en/contact-us>)

**Work Model:** Hybrid Work Model

**Salary Band:** 5 (\$56,000 - \$84,000 CAD)

### WHY JOIN THE CANADIAN CANCER SOCIETY (CCS)?

The Canadian Cancer Society works tirelessly to save and improve lives. We raise funds to fuel the brightest minds in cancer research. We provide a compassionate support system for all those affected by cancer, across Canada and for all types of cancer. Together with patients, supporters, donors and volunteers, we work to create a healthier future for everyone. Because to take on cancer, it takes all of us. It takes a society.

Help us make a difference.

### COME AS YOU ARE

At CCS, we embrace everyone's uniqueness and recognize the strength that lies in differences. We believe in the power of our collective potential and strive to achieve a more diverse, inclusive, and equitable workplace to empower and create opportunities for all. We welcome and encourage applications from all qualified candidates regardless of their gender, age, religion, race, ethnicity, and nationality. Particularly equity deserving groups, such as members of the BIPOC, and 2SLGBTQ+ communities, people living with disabilities, veterans, and anyone who may contribute to the further diversification of the Canadian Cancer Society. Together we unite and inspire all Canadians to change the future of cancer.

### JOB OVERVIEW

Reporting to the Sr. Manager, Project Management Office (PMO), this position will play an integral role in improving Canadian Cancer Society's constituent, client and end-user experience by collecting insights from people affected by cancer and translating realities of lived experience into actionable recommendations for program strategy and requirements for the creation of digital tools.

This role will bridge the gap between client, program and technology teams, working across multiple projects and initiatives and engaging directly with stakeholders to develop and document a deep understanding of their experience. This role will analyze needs, goals and challenges in order to optimize the client experience and support the design, development and implementation of solutions.

### WHAT YOU'LL BE DOING:

#### 1. Lead requirements gathering for CTAAS (Cancer Travel And Accommodation Services) related, and other Information & Support Services work as needed

- Facilitate requirements gathering sessions with stakeholders (clients, patients, volunteers and staff etc.), ensuring all requirements are captured and prioritized.
- Document end user needs and develop business requirements by working with the Digital Strategy & Technology teams and vendors to validate translation into functional and technical requirements, ensuring business needs are understood.
- Communicate and present insights and recommendations to support strategic decision-making using tools like journey mapping, user stories and process mapping.
- Conduct comprehensive analyses of requirements, processes and workflows to identify opportunities for improvements and efficiency.

#### 2. Represent clients, program participants, healthcare providers, patients

- Builds relationships and collaborate with organizations representing healthcare professionals (physicians, nurses, hospital staff) and community-based organizations representing underserved audiences.
- Act as end user representative (can include patients, caregivers, healthcare providers and staff) in all internal project and vendor meetings, sharing insights on needs
- Participate in User Acceptance Testing (UAT) and Quality Assurance Testing (QAT) of programs and related digital platforms, working with business leads to ensure that solutions meet business requirements and improve the overall user experience.
- Support the design of program solution options by conducting research and analysis on industry trends and best practices
- Support evaluation of program solutions by:
  1. Conducting data analyses of client cases;
  2. Collect and analyze data to identify trends, patterns, and emerging issues related to client care.
- Prepare training materials and support training where required.

#### 3. Act as liaison between ISS and Digital Strategy and Technology Teams

- Partner with the ISS team to deeply understand program offerings and logistical operations to successfully champion and analyze any necessary enhancements;
- Develop process mapping and documentation:
  1. Map current and future business processes.
  2. Document workflows.
  3. Create process flow charts, swim lane diagrams and other visual representations of how things function.
- Analyze and evaluate business processes to identify opportunities for improvement within the CTAAS program
- Support quantitative and qualitative data gathering, analysis and reporting for projects and initiatives.
- Support projects and initiatives by ensuring business and technical needs are well-understood, accepted and documented.
- Collaborate with cross-functional teams to design and implement client-centric solutions.
- Actively contribute to our culture of justice, belonging, equity, diversity, and inclusion by ensuring that all staff feel represented and heard regardless of their gender, age, religion, ethnicity, and nationality or race.

### QUALIFICATIONS:

- Bachelor's degree in business administration, healthcare policy, human factors, social sciences, or a related field.
- 5 years of demonstrated business analysis experience.
- Experience with understanding, analyzing and documenting the end-user/client experience.
- Experience working with multiple levels of leadership, cross-functional project teams, operational teams, end-users and clients.
- Experience developing complex process diagrams, workflows and visualizations.
- Experience gathering and analyzing technical and non-technical business requirements.
- Strong analytical and problem-solving skills, with the ability to understand complex requirements, identify gaps and propose effective solutions.
- Experience supporting data-driven and strategic decision-making.
- Experience driving and evaluating continuous improvement activities.
- Excellent communication and interpersonal skills, with the ability to build strong relationships with clients and internal teams.
- Experience handling confidential information – such as personal health information.
- Proficiency in data analysis and visualization tools.

### WHAT YOU CAN EXPECT FROM US:

CCS offers meaningful opportunities to help make a difference in the lives of Canadians with cancer, their caregivers, families and communities. We are committed to building and nurturing an inclusive community for our employees by highlighting their unique experiences. We value diverse skills and strongly encourage applications from all qualified candidates. CCS is committed to fostering a culture that is inspiring, supportive and exemplifies our core values:

### COURAGEOUS UNITED CARING RIGOROUS

In return for your skills and dedication, we offer an attractive compensation package that encompasses a competitive salary, excellent benefits, which include paid parental leave, paid family sick time and health insurance, and the opportunity to have a rewarding employment experience where your contributions can make a true difference every day.

### HOW TO APPLY:

Qualified candidates are invited to submit their **resume, cover letter and salary expectations by July 23, 2024.**

*We thank all candidates for their interest and advise that only those selected for an interview will be contacted.*

### OTHER INFORMATION:

CCS is committed to employment equity and encourages applications from all qualified candidates. In accordance with the [local provincial Accessibility Act](#), accommodation will be provided as requested throughout the recruitment process. We want to make the interview process a great experience for you!

Please note that in keeping with the mandate of CCS to model and promote **healthy lifestyles**, employees are not permitted to smoke in or about CCS premises or while carrying out CCS business.

As an employer, **occupational health and safety** legislation requires that we protect our workers from health and safety risks in the workplace. CCS has implemented a mandatory vaccination policy requiring that all staff who work in any of our physical workplaces must be fully vaccinated against COVID-19. All employees will need to attest to their vaccination status through a secure online form or automated applications. Reasonable accommodation and remote working will be discussed on a case-by-case basis.

### Privacy Disclosure

We collect your **personal information** through forms, by phone or in person to evaluate your candidacy for the role(s) you have applied for, to contact you regarding your candidacy, and to generate recruitment-related reports. If selected for a position at CCS the information provided will be used for the purposes of pre-employment checks and added to your employee file. We may share your personal information with third parties, including recruitment consultants, within or outside your province or territory or outside Canada to carry out the purposes identified above, or as required by law. We may contact you by mail, email, phone or text. You can exercise your right to access your information or have it corrected, unsubscribe from communications or withdraw your consent by selecting these options within the ADP system, or by contacting [privacy@cancer.ca](mailto:privacy@cancer.ca). For more information about our **privacy practices**, visit [cancer.ca/privacy](https://cancer.ca/privacy).

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#IND

#LI-VL1

#LI-HYBRID

**Education & Experience**

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**Must Have**

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**Educational Requirements**

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**Compensation & Other Benefits**

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