



REQUEST FOR PROPOSAL: DECISION SUPPORT SPECIALIST– MENTAL HEALTH

POSTING DATE: September 29, 2021

RESPONSE DEADLINE: Interested parties are invited to respond by submitting Letters of Interest by 11:59 PM on October 6, 2021 by email to info@wanasah.ca

THE ASSIGNMENT

Wanasah: Mental Health Services for Black Youth seeks a Decision Support Specialist – an individual consultant to support the organization in analysing workflows and data requirements, developing and implementing data collection tools and reports specifically for our new client relationship management (CRM) system.

LENGTH OF ENGAGEMENT

The consultancy supporting the development and implementation of the new CRM system will take place over 3 months starting from mid-October 2021.

ABOUT WANASAH

Wanasah is a new, not-for-profit youth-serving organization in Toronto’s city centre. Created in 2020, specifically to ensure Black youth living with urgent mental health and addictions concerns – and their families – can access dignity-affirming, Black-centric mental health and addictions services.

Wanasah aims to address mental health and addictions needs of Black youth and their families and reduce barriers to accessing appropriate mental health and addictions care they face.

Wanasah recognizes the wellbeing of Black individuals and communities is profoundly impacted by intersecting determinants of health and this is why Wanasah is committed to providing youth and their families with person, family, and community-centered mental health and addictions services, with a focus on Black youth.

More information about Wanasah can be found at our website: www.wanasah.ca

BACKGROUND TO THE ASSIGNMENT

Wanasah started formal operations in June of this year. Current services offered are community outreach, counselling (group and individual), and case management. Our funding comes from governmental and non-governmental grants, as well as private donations. In the future, we hope to receive funding from the Ministry of Health and thus will need to comply with their data collection and reporting standards.



As a new, growing organisation, it is critical that we have timely and actionable data and analytics to guide our operations and report to our funders. We are therefore seeking a decision-support specialist to support our implementation of our CRM software and the accompanying data collection tools and workflows. We are looking for a consultant who can quickly analyse the current state, determine current and future data and reporting needs, and support the team with practical, hands-on implementation.

SCOPE OF WORK

The scope of work and deliverables will include the following key tasks and deliverables:

1. A kick-off meeting with the Wanasah team to align on scope, priorities, workplan and deliverables.
2. Analyze current data collection tools against organizational requirements (current and future) and make a detailed proposal on how to move forward incorporating best practices for the mental health field and ensuring adherence to PHIPA.
3. Provide advice on customization of the new CRM (e.g., e-forms, reports) and support the team in implementing the agreed plan.
4. Act as a resource to the Executive Director during the 3-month implementation period of the new CRM in terms of data collection/analysis/reporting and workflows.
5. Provide a summary document (2-3 pages) outlining best practices and practical next steps to enable the organization to build past the implementation period and grow its internal capacity for decision support.

INTERESTED APPLICANTS should respond with a Letter of Interest briefly highlighting the following:

- Introduction and background of consultant
- Relevant experience – with EMR/CRM implementation and within the healthcare / mental health field
- REMUNERATION: Please provide a quote for the deliverables requested, together with your daily rate of remuneration.