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| Job Title: | EHR Support Specialist II | Position #: | AS- |
| Job Family: | Administrative Services | FLSA Classification: | Non-Exempt (Hourly) |
| Reporting Supervisor: | Director of Health Informatics | Level/Salary Range: | AS-3B |
| JOB DESCRIPTION |
| **JOB SUMMARY:** An EHR Support Specialist II provides advanced technical support, develops, and implements training programs, participates in system upgrades and implementations, conducts in-depth system analysis, serves as a subject matter expert, participates in policy and procedure development, provides reporting to stakeholders, and acts as a mentor.**ESSENTIAL FUNCTIONS**1. Provides advanced technical support to users of the EHR system, including troubleshooting complex issues and providing expertise in system optimization;
2. Develops and implements advanced training programs for new and existing EHR system users, including creating training materials and leading training sessions;
3. Participates in the planning and execution of system upgrades and new implementations, including testing and validating system changes;
4. Collaborates with other departments and vendors to ensure seamless integration of the EHR system with other healthcare systems and applications;
5. Conducts in-depth analysis of system performance and user feedback to identify areas for improvement and implements changes to improve system functionality and user experience;
6. Serves as a subject matter expert on EHR system functionality and regulations and providing guidance to other members of the healthcare team;
7. Participates in the development and implementation of policies and procedures related to EHR system use and security and ensuring compliance with regulatory standards;
8. Acting as a resource for other EHR Support Specialists and other IT staff;
9. Other related duties, as assigned.

**ORGANIZATIONAL RESPONSIBILITIES**1. Performs work in alignment with the BestCare’s mission, vision, values;
2. Supports the organization’s commitment to equity, diversity, and inclusion by fostering a culture of open mindedness, cultural awareness, compassion, and respect for all individuals;
3. Strives to meet annual Program/Department and personal goals in support of the organization’s strategic goals;
4. Adheres to the organization’s Code of Conduct, Business Ethics, and all other policies, procedures, and other relevant compliance needs;
5. Performs other duties as needed.

**QUALIFICATIONS****EDUCATION AND/OR EXPERIENCE REQUIREMENTS:*** High School Diploma (or equivalent)
* Experience providing application support to users - specifically electronic health records – is required

LICENSES AND CERTIFICATIONS:* Must maintain a valid Oregon Driver License or ability to obtain one upon hire and be insurable under the organization’s auto liability coverage policy (minimum 21 years of age and at least 3 years without any DUI or moving violations) and have a reliable vehicle to travel as needed

**REQUIRED COMPETENCIES:*** High proficiency in MS Office 365 (Word, Excel, Outlook), databases, virtual meeting platforms, internet, and ability to learn new or updated software;
* Ability and willingness to travel as required for assignments;
* Strong interpersonal and customer service skills;
* Effective communication skills (oral and written);
* Strong organizational skills and attention to detail, accuracy, and follow-through;
* Excellent time management skills with a proven ability to meet deadlines;
* Critical thinking skills
* Ability to maintain strict confidence as required by HIPAA, 42 CFR, and Oregon Statutes;
* Ability to build and maintain positive relationships;
* Ability to function well and use good judgment in a high-paced and at times stressful environment;
* Ability to manage conflict resolution and anger/fear/hostility/violence of others appropriately and effectively;
* Ability to work effectively and respectfully in a diverse, multi-cultural environment;
* Ability to work independently as well as participating as a positive, collaborative team member.

**PREFERRED:*** Associates Degree in related field preferred;
* Bi-lingual in Spanish/English a plus

**TOOLS AND EQUIPMENT USED:** Computer/laptop, copy/fax/scanning machines, printer, telephone or multi-line phone. **WORK ENVIRONMENT/PHYSICAL DEMANDS:** The work environment is respectful, multi-cultural and inclusive, and the characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.  The position requires the employee to dress in a manner that meets the standards for professional attire at Best Care or per department-or job-specific requirements (See Dress Code Policy in Employee Handbook).  Other conditions/demands include:* Primarily indoors (95%)
* Prolonged periods sitting at a desk and working on a computer/laptop, with occasional standing and walking
* Exerts force or lifts/carries up to 10-20 pounds at times
* Pushes/pulls 50-75 pounds occasionally
* Continuous use of arms, wrists, hands to perform repetitive tasks/motions
* Occasional grasping/squeezing and reaching above or below shoulder-level
* Must be able to hear alarms/telephone/audio/normal speaking voice
* Must have clarity of vision: Near (<20”); Mid (>20” to < 20’); Far (> 20’)
* Must be able to drive motor vehicle to perform job

May be exposed to communicable disease |
| **ACCEPTANCE AND EQUAL EMPLOYMENT OPPORTUNITY:**BestCare provides equal employment opportunities to all employees and applicants for employment without regard to race, color, national origin/ancestry, religion, sex, sexual orientation, gender, gender identity, marital or family status, age, genetic information, expunged juvenile record, military status, or performance of duty in a uniformed service, physical or mental disability, or any other characteristic protected by local, State, or Federal laws, regulations, or ordinances. Equal employment opportunity applies to all terms and conditions of employment, including hiring, placement, promotion, termination, layoff, recall, transfer, leave of absence, compensation, and training.I have received, reviewed, and accept the above job description and understand that this does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the business needs for the employer and requirements of the job change. |

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| Employee Name (Print) |  | Date: |  |
| Employee Signature: |  |