



GREATER VALLEY HEALTH CENTER

Greater Valley Health Center (GVHC) recognizes employees are at the heart of our ability to meet the needs of our patients and community. We invite every employee to contribute at the highest possible level. This position description is provided to outline the primary duties, qualifications, and job scope. It is not intended to limit the employee or GVHC to just the work identified. We expect each employee will offer his/her services wherever and whenever necessary to ensure the success of our endeavors.

It is the policy of this facility to provide equal opportunity to persons regardless of race, religions, age (over 40), gender, disability, veteran, genetic information, or any other classifications in accordance with federal, state, and local statues, regulations and ordinances.

Job Title	Information Systems Manager -		
Department	IT	Unit	Finance
Wage-Hourly		Schedule	flexible
Working hours per week	40	Current location	Main Clinic / Remote may be considered
Reports to (job title)	Finance Director	Non-Exempt Exempt	

Job purpose *(Why does the job exist? What is it there to achieve or deliver?)*

Manages information systems infrastructure to support administration, physicians, clinicians, health care workers, quality department, affiliates and partners by providing continuous guidance, mentorship, troubleshooting and identifying opportunities for information system improvements. Promotes future and present system functionality by designing, building, implementing, and testing the information systems. Responsible for maintaining the integrity and security of information systems which may include policy development, risk assessments, change management process, delivery of education and help desk oversight. Will serve as primary contact for software and information systems vendors.

Knowledge, Skills & Experience *(work experience, qualifications, specialist training, key skills, disposition)*

	Requirements	Essential/Desirable
Qualifications	Associate degree in Healthcare and/or Information Sciences or Licensed Healthcare professional (RN, LPN, RT, PT, etc.) required. Bachelor's degree preferred.	Essential
Experience	Five years of direct work experience in a position with significant responsibility for information systems. Experience in eClinicalWorks preferred.	Desirable
Knowledge & skills	Medical terminology and understanding of clinical, operational workflows Must be proficient and have a strong working knowledge of Microsoft Office (Outlook, Excel, Word, etc.)	Essential

	<p>Knowledge of eClinicalWorks or other EMR</p> <p>Adept at persuading training and guiding physicians and staff to adopt new workflows and tools, requiring strong knowledge of change management</p> <p>Knowledge of adult learning and training</p> <p>Excellent interpersonal, organizational and communication skills</p> <p>Strong and sound competency in mapping real-life nursing and physician practices to informatics applications</p> <p>Strong problem-solving skills</p> <p>Strong knowledge of systems analysis, workflow planning, gathering business requirements and transforming them into functional specifications</p> <p>Broad knowledge of healthcare operations and associate technologies</p> <p>Excellent ability to translate technical terminology for consumption by non-technical audiences</p> <p>Good familiarity with project management, quality assurance, and information systems design</p> <p>Awareness of current IT security standards, applicable privacy laws, and ability to assess and implement policies and practices to maintain standards.</p>	
Abilities	<p>Ability to maintain confidentiality of all medical, financial, and legal information</p> <p>Ability to complete work assignments accurately and in a timely manner</p> <p>Ability to communicate effectively, with excellent verbal and written communication skills</p> <p>Ability to recognize the impact of changes on broader clinical operations.</p> <p>Ability to build relationships with internal and external stakeholder to drive execution.</p> <p>Ability to handle difficult situations involving in a professional manner</p> <p>Ability to work independently, exercise creativity, respond to urgent requests, and maintain a positive attitude</p> <p>Ability to work in a fast-paced environment with multiple tasks and simultaneous responsibilities</p> <p>Ability to read and understand technical manuals, procedural documentation, and healthcare guides and to prioritize scheduling of work</p> <p>Ability to lead and recommend documentation strategy changes to meet current safety and quality trends</p>	Essential
Attitude & disposition	<p>Strong work ethic, positive, caring, remain calm in stressful situations, knowledge of cultural diversity and social determinants of health, team oriented. May be requested to perform functions relevant to the position but not listed above. You are curious and want to grow your capabilities.</p>	Essential

Main Duties and Responsibilities of the Role: These duties are the essential functions and are not all-inclusive of all duties that the incumbent performs.

Provides oversight of information systems for Health Center. Manages relationship with contracted network services provider as well as other software vendors providing services to Health Center.

Provides informatics solutions and assists in final decision making.

Participates in strategic planning operational and long-term.

Participates in annual departmental budget development and capital forecasting.

Operates as the HIPAA security officer for the HC, as well as oversees all aspects of software and hardware security.

Creates and maintains policies and procedures for Informatic Systems as well as guides team members on the policy and procedures.

Maintains the integrity of systems by granting and ending user access, defining roles-based user access.

Participates in committees and work groups as assigned.

Works with users to define system requirements for content (data elements) and successful integration into workflow.

Performs workflow analysis of multidisciplinary healthcare provider activities and translates into optimal system design and content for organizational and unit-based practice.

Leads, facilitates, and consults with multidisciplinary healthcare provider work teams in the specification and design of the EMR for order management, clinical data repository, documentation, clinical pathways, and clinical and operational decision support.

Configures and builds EMR applications, using configuration and version control principles.

Develops unit, functional and integration test plans; conducts and reports results of application, system, and performance testing.

Works with educational resources to develop training curriculum and end-user documentation and learning aids.

Acts as an expert resource to staff by anticipating and identifying educational, procedural, and functional problems associated with the implementation of the EMR.

Applies change management principles during the implementation of the EMR and assists staff in making the transition from current to automated systems processes.

Monitors system impact on user and departmental workflows and incorporates results into system enhancements.

Provides onsite and remote support to clinicians and others during application implementations and as needed.

Coordinates the improvement of clinician documentation through a variety of methods such as job aids, training, and quality improvement strategies for clinical staff.

Trains, educates, and instructs clinical users on features, operation, and usage of software systems.

Manages, trouble shoots, applies resolution, and provides prompt feedback to end users on Service Requests.

Responsible for assigned tasks within the specification of the project management schedule for maintenance of various applications throughout their life cycle (implementation, upgrades, etc.).

Interacts with and provides advice to leadership and other personnel in the establishment of systems, plans, specifications, methods, and procedures.

Partner with internal and external stakeholders to create informatics standards.

Performs other duties as assigned.

Researches, develops, implements, and evaluates training curriculum to ensure HIT system compliance with Federal guidelines.

Working Environment (*knowledge of special working practices, breadth of management skill required, customer impact, responsibility, efficiency*)

Work is performed in an office/clinic/remote setting with computer/phone work and moderate noise. Standing, bending, sitting, lifting, stooping required. You may be required to travel to different clinic locations.

Freedom to Act & Decision Making (*depth of control, supervision received, use of judgement & initiative, analytical ability*)

Work independently to complete tasks; use sound judgment but ask questions if needed; show initiative for work/workflow improvements.

Communication & Networking (*liaison with others, type, and level of communications*)

Clear and detailed written and/or verbal communication with co-workers, providers, leadership, and vendors is required both verbal and written.

Finance/Resource Management (*budgeting, forecasting*)

Knowledge of budgeting and cost management a plus.

People Management (*supervisory responsibility, human relations skills*)

Supervisory position?

This job description sets out the duties of the post at the time it was drawn up. Such duties may vary from time to time without changing the general character of the duties or level of responsibility entailed. Such variations are a common occurrence and cannot of themselves justify a reconsideration of the changing of the post.

Confirmation Section

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Employee Signature

Date:

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Print name

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Supervisor Signature

Date:

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Print name

CEO:

Comments: