

JOB DESCRIPTION

POSITION TITLE:	eClinicalWorks Administrator
LOCATION:	HOPE Clinic
REPORTS TO:	Chief Information Officer
EDUCATION:	High School Diploma or GED required. Certification in Healthcare Informatics or related field preferred.
WORK EXPERIENCE:	Minimum 2 years relevant work experience required. Experience in the FQHC environment preferred.
SALARY RANGE:	DOE
FLSA STATUS:	Non-exempt
POSITION TYPE:	Full-Time
LANGUAGE:	Fluent in English; Bilingual a plus

HOPE Clinic is an equal opportunity employer, dedicated to a policy of non-discrimination in employment on any basis including race, creed, color, age, sex, religion or national origin.

JOB SUMMARY:

The eClinicalWorks Administrator, under the supervision of the Director of Information Technology, will oversee the day-to-day support of both production and test eCW platforms. In addition to playing a reactive role in support of eCW, the Administrator will be expected to be proactive in the research of new features and functions and will assist the Operations and Clinical teams with incorporating these new ways of doing things into their standard operating procedures.

MAJOR DUTIES & RESPONSIBILITIES:

- Function as the primary point of contact for all issues and requests relating to eCW.
- Respond to end-user requests for issue resolution, create and monitor support tickets with eCW and work to resolve problems quickly and accurately.
- Create, modify and terminate (as necessary) eCW user accounts and user groups, including modifications of appropriate security settings.
- Deliver EHR training to new employees, as well as training on new features to existing employees.
- Create and maintain eCW training materials, as necessary.
- Assist in various reporting functions, using both native eCW tools and external reporting tools.
- Work with various departments (Clinical, Operations, Finance, etc.) to examine workflows within eCW and make updated recommendations as appropriate.

- Manage all upgrades and feature implementations, including hardware-based solutions (e.g., eCW Kiosks)
- Work with other IT Department staff during outages to ensure (as best possible) access to eCW through alternative means.
- Work with outside entities as required with regards to eCW interfaces (e.g., immunization, laboratory, HIE, etc.)
- Serve as eCW point of contact for patient safety advisories, including managing notifications from eCW and communicating those to internal staff as appropriate.
- Attend and/or participate in eCW training to stay up to date on eCW features.
- Attend on-site/off-site community engagement activities and on-site/off-site clinic events as needed;
- Perform other duties as assigned to support HOPE Clinic's Mission, Vision and Values.

QUALIFICATION REQUIREMENTS:

- Minimum of 2 years supporting an enterprise-class Electronic Health Records system, with at least one of those years supporting eClinicalWorks.
- Previous experience in a Federally Qualified Health Center a plus
- Strong knowledge of HIPAA rules and regulations.
- Strong written and oral communication skills.

TRAVEL REQUIREMENTS:

- Ability to travel to satellite sites and/or off-site locations for events or training as needed;
- Proof of liability and property damage insurance on vehicle used is required

EDUCATION and/or EXPERIENCE:

- High School Diploma or GED required. Detailed knowledge of eClinicalWorks Administration. Additional training or certification in HealthCare Informatics or related field preferred.

LANGUAGE SKILLS:

Ability to read, analyze, and interpret general health and social services guidelines, technical procedures or governmental regulations. Ability to write reports, health correspondence and procedure manuals. Ability to effectively present information and respond to questions from groups or patients, center staff, and the general public.

MATHEMATICAL SKILLS:

Ability to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent.

REASONING ABILITY:

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instruction furnished in written, oral, diagram, or schedule form.

OTHER SKILLS and ABILITIES:

- Bilingual (Vietnamese, Chinese, Arabic and/or Spanish with English) is a plus!
- Above average skills in language ability as well as public speaking and writing.
- Must have good transportation and a valid Texas Driver's license.

LEADERSHIP RESPONSIBILITIES:

No supervisory or direct people management responsibilities. May provide occasional work guidance, technical advice, and training staff.

WORK COMPLEXITY/INDEPENDENT JUDGEMENT:

Work tasks are often straightforward, routine, structured and guided by established policies and procedures. Little, if any, independent judgment is required, outside of making basic choice in the selection and application of established methods. The job received frequent, ongoing supervision.

PROBLEM SOLVING:

Decisions are made on routine matters affecting few individuals and usually within the confines of the job's own department. Specific job activities and results are typically reviewed closely. There are limited requirements for developing new ideas or changes in methods, procedures or services.

COMMUNICATION/INTERACTIONS:

Information sharing - gives and receives information such as options, technical direction, instructions and reporting results. Interactions are mostly with patients, own supervisor and coworkers in own and other departments.

IMPACT OF DECISIONS:

Follow rules and procedures. Decisions can have minimal or no impact to HOPE Clinic. Errors can be readily detected, usually by the employee, and, if made, would result in minor expense for correction.

PATIENT RELATIONSHIPS:

Follow through with patient inquiries, requests and complaints. Forward difficult and non-routine inquiries or requests to appropriate level for resolution.

AMERICANS WITH DISABILITIES SPECIFICATION:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is regularly required to stand, sit, talk, hear, stoop, kneel, and use hands and fingers to operate a computer and telephone keyboard reach;
- Specific vision abilities required by this job include close vision requirements due to computer work; Ability to uphold the stress of assisting patients of diverse backgrounds;
- Regular, predictable attendance is required;
- Must have the ability to lift up to 50 lbs

WORKING/ENVIRONMENTAL CONDITIONS:

Work is normally performed in a typical health clinic work environment which may or may not subject the employee to hazardous or unpleasant elements, noise, crowds, confined/restricted but fire hazard approved desk spaces/rooms and varying temperatures at the clinic. There may be occasional off-site/outdoor assignments with exposure to heat/cold, wet/humid, dry/arid airs or temperatures.

HOPE Clinic is a smoke-free and drug-free workplace in compliance with federal guidelines.