

EHR ADMINISTRATOR

JOB TITLE	Electronic Health Record Administrator
REPORTS TO (title)	Family Support Services Director
DEPARTMENT/REGION NAME	Statewide
FTE	1.0 FTE
FLSA	Exempt
PAY GRADE	15

OFSN strives to create a team of engaged employees who represent diverse backgrounds, languages, points of view and experiences. We understand that achieving equity is a continuous process, and we work to maintain the highest standards of ethics, transparency, and accountability.

OFSN is a family run organization that values those who have direct experience raising a child with significant mental, behavioral health challenges. OFSN gives preference to hiring individuals who have this direct experience.

PRIMARY PURPOSE

The Electronic Health Record (EHR) Administrator oversees the company's electronic health record system ensuring the integrity of the system and trains staff to use the system. The EHR Administrator is responsible for analyzing the needs and requests of users and departments and, through collaboration with other data team members, ensuring the integrity of data collection and reporting to meet those needs. The EHR Administrator provides technical assistance and training to staff and coordinates reporting of family support services data across the organization. The EHR Administrator is responsible for working with managers to ensure that contract reporting metrics are met including technical report writing for qualitative service delivery.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Electronic Health Record Development (34%)

- Ensure EHR integrity in collecting and maintaining accurate data, creating reliable records, and reporting consistent contract deliverable and other organization priority data reports.
- Escalate issues in an appropriate, timely, and tactful manner and drive the resolution of issues and conflicts internally as well as with the EHR vendor, regulatory agencies, and other vendors/stakeholders where appropriate.
- Document all workflows being used within the EHR and ensure training materials are updated accordingly.
- Oversee data entry policies for the EHR system.
- Create and document protocols to ensure the highest quality of data is maintained.
- Design and perform maintenance and data cleanup protocols.

Data Reporting (33%)

- Coordinate with regional managers (and others as directed) to develop contract delivery reporting protocols.

- Compile data to meet contract reporting in both narrative and figure displays for all assigned regions and teams.
- Mine data from relevant sources and create error free and organized reports that reflect the family support services provided by the organization
- Process and collate large amounts of information or data and display it in an easy-to-read format
- Support and train managers in accessing standardized reports already programmed in database software.

Technical Assistance and Training (33%)

- Design training curricula and deliver curriculum using exceptional teaching abilities.
- Train complex and difficult technical procedures related to family data entry and collection to those with varying degrees of comfort and experience working with database technology.
- Adapt to various learning styles and experiences while providing family support data entry and collection training
- Provide support and alignment of data collection practice with peer practice principles and competencies.
- Support the development and maintenance of User's Guides in response to data technology and collection needs.

OTHER DUTIES AND RESPONSIBILITIES

- Participate in organizational workgroups to establish data collection protocols and reporting requirements.
- Facilitate a data system Users Group.
- Support implementation of quality improvement protocols for data and organizational analysis.
- Other duties as assigned or needed by the organization.

QUALIFICATIONS

- Excellent technical writing skills.
- Prefer prior experience navigating electronic health record systems.
- Ability to communicate effectively with different literacy levels as it relates to technology and data.
- Demonstrated collaborative relationships and facilitation skills.
- Excellent written and verbal communication skills, and ability to present and work with diverse audiences, specifically racial, ethnic, gender expression, socioeconomic, education, spiritual and alternative cultural backgrounds.
- Must be able to pass preemployment requirements, which includes a criminal and abuse background check.
- Must be able to work with multiple projects within tight timelines and deadlines.
- Demonstrate excellent organizational and time management skills.
- Proven ability to work independently and part of a team.
- Have reliable transportation, valid and current automobile insurance and an insurable good driving record, or access to reliable transportation.
- Comprehensive knowledge of, or ability to use, Microsoft Office (such as Word, Excel, PowerPoint, and Access), database, and electronic health record software, and virtual platforms (such as Zoom and Google Meets).

- 1. PHYSICAL DEMAND - Use the following to indicate the type, amount, and frequency of physical effort typically required to perform the essential functions of the job acceptably; including the work positions in which the effort is applied. Physical effort refers to manual effort and may include lifting, moving,**

pulling, pushing, carrying, manipulating, shoveling, etc.

A. The physical effort typically applied in this job includes (check all applicable boxes):

<input checked="" type="checkbox"/> Lifting	<input type="checkbox"/> Pulling	<input checked="" type="checkbox"/> Reaching	<input type="checkbox"/> Manipulating
<input checked="" type="checkbox"/> Carrying	<input type="checkbox"/> Pushing	<input type="checkbox"/> Shoveling	<input checked="" type="checkbox"/> Keying/typing
<input type="checkbox"/> Other (specify)			

B. Check the box that best reflects the amount of effort typically applied and the frequency of application (Note: Whereas the following chart refers to lifting, any equivalent effort may be substituted):

Amount of Effort Applied	% of Time Effort is Applied			
	Less than 15%	15% to 40%	40% to 70%	More than 70%
Less than 1lb.				X
Between 1 & 5 lbs.	X			
Between 5 & 25 lbs.	X			
Between 25 & 60 lbs.				
More than 60 lbs.				

C. The effort reflected in the above chart is typically applied in the following work positions (check those applicable):

<input checked="" type="checkbox"/> Sitting	<input checked="" type="checkbox"/> Standing	<input checked="" type="checkbox"/> Walking
<input type="checkbox"/> Stooping	<input checked="" type="checkbox"/> Bending	<input type="checkbox"/> Confined
<input type="checkbox"/> Other (specify)		

2. MENTAL OR VISUAL DEMAND - Check the statement below that best describes the degree of mental and/or visual fatigue typically sustained through the application of mind and eyes in performing the job (please edit statement as needed to fit job):

<input type="checkbox"/>	Occasional mental and/or visual attention; the operation performed is either close to being automatic or the duties require attention only at long intervals.
<input type="checkbox"/>	Frequent mental and/or visual attention; the flow of work is intermittent with checking or inspection involved.
<input type="checkbox"/>	Continuous mental and/or visual attention; the work is either repetitive or diversified requiring constant alertness to monitor the production process and/or identify defects.
<input checked="" type="checkbox"/>	Concentrated mental and/or visual attention; the work involves performing complex tasks to very close accuracy and quality specifications; or a high degree of hand and eye coordination for sustained periods.
<input type="checkbox"/>	Intense and/or exacting mental and/or visual attention; the work involves visualizing, planning, laying out, or otherwise performing very involved and complex work.

3. WORKING CONDITIONS - Use the following to indicate the presence, relative amount of, and continuity of exposure to disagreeable elements typically found in the physical work surroundings.

A. Identify the kinds of disagreeable elements incumbent would typically be exposed to in the work area (check all applicable boxes):

<input type="checkbox"/> Dust	<input type="checkbox"/> Dirt	<input type="checkbox"/> Heat	<input type="checkbox"/> Cold
<input type="checkbox"/> Fumes	<input type="checkbox"/> Noise	<input type="checkbox"/> Vibration	<input type="checkbox"/> Water
<input type="checkbox"/> Other (specify)			

B. Check the statement below that best describes the physical surroundings or conditions under which the job is typically performed and the extent of exposure to the disagreeable elements noted above (please edit statement as needed to fit this particular job):

<input type="checkbox"/>	The job is typically performed under very comfortable working conditions; any disagreeable elements are generally absent during normal performance of job.
<input checked="" type="checkbox"/>	Work is typically performed under reasonably good working conditions; while exposure to any or all the above elements may occur, such exposure is generally not present to the extent of being disagreeable.
<input type="checkbox"/>	The job is often performed under somewhat disagreeable working conditions; exposure to any or all of the above elements is likely, with at least one present to the extent of being disagreeable.
<input type="checkbox"/>	The job is continuously performed under disagreeable working conditions; exposure to any or all of the above elements is probable, with several being present to the extent of being objectionable.
<input type="checkbox"/>	Work is continuously performed under extremely disagreeable working conditions; exposure to many objectionable elements is both continuous and intensive.

4. ATTENDANCE - While all employees are expected to comply with company attendance standards, the nature of some positions may require different standards in order to fulfill the essential functions of the job. Indicate below if compliance with the general company attendance standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Some weekend and evenings may be required.
 May require remote work or virtual work and training delivery.
 Travel across the state and some overnights required.
 Travel within the region is required. Occasional multi-state travel and overnight stays are required.
 Requires regular and reliable attendance.

5. SAFETY - While all employees are expected to comply with company attendance standards, specific practices as identified through job safety analysis (JSA) may be required. (JSA attached) Indicate below if compliance with the general company safety standards is acceptable, or if different standards apply (please be specific):

Compliance with general company standards.
 Additional safety precautions apply, including communicating status of location, adhering to safety protocols for community-based work and emergency situations.

6. EEO CLASSIFICATION - This section should be completed by the Human Resources Department. It classifies positions for specific state and federal reporting requirements.

<input type="checkbox"/>	Executive/Senior Level Managers (1.1)	<input type="checkbox"/>	First/Mid-Level Managers (1.2)	<input type="checkbox"/>	Professional (2)	<input type="checkbox"/>	Technician (3)
<input type="checkbox"/>	Sales (4)	<input type="checkbox"/>	Administrative Support Workers (5)	<input type="checkbox"/>	Craft Worker (6)	<input type="checkbox"/>	Operative (7)
<input type="checkbox"/>	Laborer (8)	<input type="checkbox"/>	Service Worker (9)				

7. SIGNATURES & DATES - NOTE: Because jobs change, management reserves the right to add to or change the duties of the position at any time.

<i>Immediate Supervisor</i>	<i>Date:</i>	<i>Next Level of Management</i>	<i>Date:</i>
<i>Human Resources</i>	<i>Date:</i>	<i>Employee</i>	<i>Date:</i>