



POSITION DESCRIPTION

POSITION TITLE: Digital Health Specialist

RESPONSIBLE TO: Chief Information Officer

GENERAL ACCOUNTABILITIES:

*The **Digital Health Specialist** serves as a champion of the Vision and Mission and promotes an environment that is consistent to the Health Centre's Statement of Values and Principles. The Digital Health Specialist is an essential member of the client-centred health professional Team. The Digital Health Specialist will work with the other members of the Health Centre's teams to effectively and efficiently serve Health Centre clients through traditional, non- traditional and innovative approaches to service delivery within the broad determinants of health framework. The Digital Health Specialist will assist the Chief Information Officer in the implementation of strategic information management solutions in order to improve client care and public accountability.*

SPECIFIC ACCOUNTABILITIES:

Develop, implement, and continuously evaluate a consultation and implementation support service for primary care practices to facilitate optimal adoption and use of digital health tools in accordance with all relevant standards and best practices, such service including:

- Ensure all tickets are closed according to the ticket urgency;
- Information and due diligence support for selection of digital health tool(s);
- Collaborative workflow analysis and process and/or role (re)design to realize maximum benefits of adoption of digital health tool(s);
- Support for evaluation and transition to sustainable use, including close collaboration with Quality Improvement Decision Support Specialist (QIDDS);
- Training and Education: Providing training to healthcare professionals and administrative staff on how to use digital health technologies effectively and securely;
- Leverage vendor user manuals in developing relevant training program(s) and facilitate, maintain and continuously improve comprehensive training for users;
- Develop and maintain resources related to best practices and helpful strategies for use of relevant digital health tools;
- Frequently work at a fast pace, with unscheduled interruptions and deadlines;
- Work independently with minimal supervision;
- Develop training manuals, facilitate and maintain comprehensive training for users of Information Systems within the Health Centre;
- Work according to Privacy policies and procedures of host organization and each Information Systems Partner Organization;
- Handling all end-user and group training;
- Evaluate all training sessions;
- Data entry standardization;
- Adhere to the Digital Health standards, practices, and policies for the Health Information Systems Department.

- Create provider user accounts on any EMR solutions;
- Maintain the quality and consistency of complete and accurate electronic medical records;
- Some weekends and after hours expected;
- Travel to other partner site locations as determined by recipient of service; and
- Perform other duties as assigned.

QUALIFICATIONS:

- Undergraduate degree or Diploma in a related discipline (e.g. health care administration, health information management, or clinical informatics);
- Strong analytical skills combined with very good report-writing skills;
- High degree of resourcefulness, flexibility, and adaptability;
- Good presentation skills;
- Problem solving skills;
- Excellent Communication skills;
- Good knowledge in Microsoft Office;
- Possession of a “G” class driving license and access to a vehicle is required.

EXPERIENCES:

- Minimum 1-2 years of direct work experience in an Information Management environment;
- Work experience in Digital Health environment;
- Demonstrated ability to problem-solve and work under minimal supervision;
- Innovation - Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
- Teamwork - Be a part of the whole; support each other positively;
- Familiarity with medical records terminology Experience with electronic medical records preferred;
- Training and Teambuilding skills;
- Experienced in consulting with stakeholders, clients, end-users, executive staff on business issues, solutions and Digital Health concepts;

I understand the requirements, essential functions and duties of the position.

Date

Revised: March 2024