



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 with 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 Digital Health solutions in order to improve client care and public accountability.

SPECIFIC ACCOUNTABILITIES:

1. Ensure that all tickets are closed within five (5) business days;
2. Develop training manuals, facilitate and maintain comprehensive training for users of Information Systems within the Health Centre;
3. Maintain the quality and consistency of complete and accurate electronic medical records;
4. Participate on Regional User Group meetings;
5. Adhere to the Digital Health standards, practices and policies for the Health Information Systems Department.
6. Handling all end-user and group training;
7. Provide a monthly variance report to each IS Partner Organization showing trends, forecasting and recommendations;
8. Responsible for Digital Health error resolution;
9. Data entry standardization;
10. Assist in maintaining Health Centre Electronic Client Records System;
11. Develop tailored templates in the TELUS PS Suite and other EMR's for health care professional staff;
12. Ensure all helpdesk tickets are closed promptly;
13. Work with Decision Support Specialist(s) before new reporting requirements are deployed
14. Evaluate all training sessions;
15. Frequently work at a fast pace, with unscheduled interruptions and deadlines;
16. Work independently with minimal supervision;
17. Work according to Privacy policies and procedures of host organization and each Information Systems Partner Organization ;
18. Create provider user accounts on TELUS PS Suite and other EMRs;
19. Some weekends and after hours expected;
20. Travel to other work locations (if applicable);
21. Perform other duties as assigned

QUALIFICATIONS:

1. Undergraduate degree in a related discipline (e.g. health care administration, health information management, or clinical informatics);
2. Masters degree (completed or in progress) in a related discipline preferred;
3. Strong analytical skills combined with very good report-writing skills;
4. High degree of resourcefulness, flexibility, and adaptability;
5. Excellent Communication skills;
6. Good knowledge in Microsoft Office;
7. Possession of a “G” class driving license and access to a vehicle is required.

EXPERIENCE:

1. Minimum 2 years of direct work experience in an Information Systems environment;
2. Work experience is Digital Health environment;
3. Demonstrated ability to problem-solve and work under minimal supervision;
4. Innovation - Identify progressive solutions that improve service, teamwork, efficiency, and/or effectiveness;
5. Teamwork - Be a part of the whole; support each other positively;
6. Familiarity with medical records terminology Experience with electronic medical records preferred;
7. Training and Teambuilding skills;
8. 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