



THE COQUILLE INDIAN TRIBE

Job Title:	CLINICAL APPLICATIONS COORDINATOR
Department:	Community Health Center
Reports to:	Assistant Health and Human Services Director for Clinical and Accreditation Services
FLSA Status:	Non-Exempt, Full Time
Salary Grade:	\$27.37-41.06
Location:	Coos Bay/North Bend

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance. Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

The Clinical Applications Coordinator is responsible for the budget, design, development, implementation, support and maintenance of medical software applications and hardware utilized by the Coquille Indian Tribe Community Health Center (CITCHC).

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Receives, greets and directs visitors by welcoming and directing visitors and patients with a calm and cheerful attitude; willing to assist in their needs or find the appropriate individual to assist them.
2. Answer multi-line phones in a timely manner with a calm and professional tone; using soft skills such as asking before placing on hold or doing a warm transfer. Use of good judgement to prioritize calls.
3. Professional attire and conduct.
4. Maintains a thorough understanding of supported Health and Human Services Health Information Management software applications, related interfaces and ongoing upgrades and enhancements.
5. Defines and designs, in conjunction with targeted Health and Human Services staff, application modifications (including template design) to meet specific needs of end-user departments.
6. Ensures quality and integrity of patient related data.
7. Responsible for the development and/or maintenance of Health Information Management software application related documentation and end-user manuals.
8. Provides assistance in problem resolution of daily system functionality problems in a timely manner.
9. Investigates Health Information Management software application packages, including upgrades, and participates in agency selections.
10. Provides end-user training for new staff and as needed for existing staff for new/update software applications.
11. Provide coordination, implementation and management of all applications and software packages.
12. Develops and generates clinic management report at the direction of management.
13. Tests all applications changes in the training environment to ensure accuracy and quality of the upgraded software.
14. Member of the Quality Improvement Committee and Direct Care Staff Committee.
15. Participates in other projects or requests as assigned by management.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered as a detailed description of all the work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate orally, repetitive movement of the wrists, hands and/or fingers, often requires walking, standing, sitting for extended periods of time, raising or lowering objects, stooping and occasionally requires lifting up to 50 pounds. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required, statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent oral and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem solving skills.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Knowledge of IT clinical management processes and procedures
7. Knowledge of appropriate clinical workflows, commercially available technology, and relational database concepts.
8. Knowledge and ability to build interfaces between systems and interface engines.
9. Excellent knowledge of Windows operating systems, web-based applications and web technologies, Microsoft Office suite, Hyper-V, cloud computing and Cisco Networking.
10. Knowledge of regulations on confidentiality and HIPAA.
11. Be computer literate. Exhibit a level of computer literacy sufficient to use software such as word processing, spreadsheets, and databases to produce correspondence, documents, and reports.
12. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

REQUIRED QUALIFICATIONS

- A. Associates Degree in Information Technology, Health Information Systems or closely related field
Or Three years' related experience in data manipulation and analysis **Or** Equivalent combination of education, experience,
- B. Strong understanding of SQL Programming Language is required.
- C. One year Healthcare IT experience preferred.
- D. Familiarity of NextGen Electronic Health Record or other electronic health record information systems is preferred.
- E. Hyper-V or cloud computing experience preferred.
- F. Experience with electronic patient management systems preferred.
- G. Must come from a team-oriented background.
- H. Knowledge of Indian Health Services, Bureau of Indian Affairs, community health agencies and outside providers is preferred.
- I. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.