



EMR Educator – Application Support Full-time Indeterminate

Job Summary:

The Territorial Electronic Medical Record (EMR) Educator is responsible for developing and delivering training to Health and Social Services Authority (HSSA) staff related to the use of the EMR in accordance with established procedures and standards. The position will also provide training and advice on privacy and security in conjunction with the use of the EMR and education on compliance to ATIPP and/or health privacy legislation as relevant. The Territorial EMR Educator will be physically located within Hay River and may travel throughout the South Slave where the Territorial EMR has been deployed. Electronic medical records improve access to patient information at the point of care, support collaboration along the patient care continuum, improve the ability for reporting and quality improvement initiatives and most importantly improve the care and safety of patients. Failure in users being able to understand and efficiently use the EMR, has a direct impact on the ability of other Health and Social Services staff to carry out their jobs in support of clients. User training is a critical success factor in the uptake and use of the EMR.

Job Qualifications:

- Knowledge and understanding of eHealth and Social Services Information Systems.
- Computer skills and knowledge, including word processing, spreadsheet, database applications.
- Knowledge of, familiarity with and awareness of medical, clinical and administrative operations.
- Awareness & comprehension of relevant policies, directives & procedures governing Health Information & EMRs.
- Knowledge and awareness of the legal, ethical and professional responsibilities regarding health information privacy and data security.
- Must demonstrate professional maturity, possessing the ability to influence decisions of others and express views in a productive and diplomatic manner.
- Ability to anticipate, recognize, interpret, assess and identify appropriate solution(s) to issues in a timely manner.
- Project coordination functions including facilitation, planning, problem solving, reporting, decision making, time management and organizational skills.
- Team leadership experience and abilities.
- Ability to work independently in all duties to meet scheduled deadlines and manage priorities to address emergent and priority tasks.
- Strong presentation skills.
- Ability to work cooperatively with local and remote teams.
- Ability to identify, establish and maintain professional relationships with key internal and external agencies and stakeholders.
- Proven ability to be flexible and work both independently and in a team environment, in a high pressure on-call environment with changing priorities, and direction.
- Strong written and verbal communication skills.
- Ability to think critically, use simple rules (“rules of thumb”), common sense, and past experience to identify problems. This includes an ability to learn from past situations and apply learnings to the current situation.
- Ability to pro-actively identify concerns, issues and initiate potential solutions and recommendations.
- Ability to work with user community to elicit system requirements, lead functional design activities and translate requirements for both medical, non medical and technical teams.
- Ability to strategically plan and implement actions that achieve future goals.
- Awareness of the learning requirements of adult learners.

Typically, the above qualifications would be attained by:

This level of knowledge is typically acquired through the **successful completion of a recognized Health Informatics or Education related degree with a minimum of 2 years previous experience in an adult education role** or equivalent combinations of education and experience. The following experience would be an asset:

- Knowledge and understanding of an EMR Software system, including but not limited to, the following key components: User interface for clinical and administrative users, EMR workflow required for both clinical and administrative roles, templates and forms, training materials, privacy and security functions.
- Awareness of medical and coding terminology such as SNOMED CT, LOINC, ICD-9, ICD-10, ICD-10CA, and CCI.
- Direct experience working at clinic, hospital, regional and ministry level for a Health and Social Services System.
- Knowledge of the geographic and demographic characteristics of the NWT to understand the potential challenges.

Salary: \$47.68 to \$56.96 per hour (Range 16)
Status: Full-time Indeterminate
File Reference: 094-21
Closing Date: October 19, 2021

In addition to an attractive salary, we offer a Northern Allowance of \$2.60 per hour up to a maximum of \$5,282 per year. All job offers are subject to references, a satisfactory Criminal Records Check and an Employee Health Risk Assessment. Only those candidates selected for an interview will be contacted.

Interested applicants must submit a resume quoting file number to:

Human Resources
Hay River Health & Social Services Authority
37911 Mackenzie Highway
Hay River, NT X0E 0R6
Fax: (867) 874-8345
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