



Job Announcement

ELECTRONIC HEALTH RECORD SUPPORT SPECIALIST

Want to join an innovative community-based organization? If you value social justice, are committed to providing quality services, and are not afraid of challenges, we want to talk with you. Center for Human Services (CHS) is currently seeking the right person to join our team. We offer our staff an EXCELLENT benefit package which includes fully paid (prorated for part-time employees) health, vision, dental, pharmacy, life, and long-term disability insurance for full time, as well as a generous leave package.

The EHR Support Specialist position will control how the end-user operates within the Electronic Health Record system. This position will be responsible for handling and resolving support cases related to all facets of EHR. This is a full-time, located in Shoreline, WA. Salary is \$16-18 per hour depending on your experience.

Job Requirements:

- AA in information technology or experience in healthcare IT is highly preferred
- Ability to make critical decision to solve a problem
- Ability to clearly communicate technical information with all levels of management and end-users
- Demonstrates strong customer service skills
- Knowledge of software, hardware and internet technology
- Familiarity with SQL is preferred
- Electronic Health Record Experience strongly preferred
- Computer competence in varied analysis, reporting and display software (such as Access, Excel, Word and PowerPoint.)

CHS is a non-profit organization with a great work environment, including staff who are passionate about and dedicated to the community. If you want to join an established organization at a time of growth and transformation, this is the place.

To apply, send resume and cover letter to jobopportunities@chs-nw.org. Full job description can be found below:

Job Description

ELECTRONIC HEALTH RECORD SUPPORT SPECIALIST

GENERAL DESCRIPTION

Reports to the Accounts Receivable Manager. Responsible for the integrity and quality of the electronic health record / database. This is a part-time position. Bi-Lingual/Bi-Cultural candidates are encouraged to apply.

MAJOR RESPONSIBILITIES – Specific for this position

- Maintains the overall integrity and quality of our behavioral health electronic health record/database (credible) including regular data improvement and hygiene
- Serves as agency's subject matter expert in the application of the electronic health record/database
- Performs regular clean-up of electronic health record/database
- Optimizes the use of electronic health record/database by staying current on upcoming enhancements to functionality, testing and implementing appropriate enhancements, and guiding staff in the appropriate use of the existing functionality
- Monitors electronic health record/database usage, looking for efficiencies and opportunities for quality improvement
- Recommends policy and procedural changes to ensure effective billing for optimal reimbursement and accurate reporting
- Understands required documentation in the electronic health record/database
- Serves as key analyst and report writer of the data in the electronic health record/database
- Writes and explains user guidelines and best practices



- Manages our electronic health record Help Desk to include tracking and resolving user issues and concerns
- Maintains database results by setting and enforcing standards and controls
- Updates and makes changes in electronic health record/database when needed including writing programming code and testing it for efficiency and data efficacy to include creating forms, editing existing forms, adding payors, etc.
- Writes reports, advanced searches, and queries to improve performance management, data quality, and billing processes as requested by leadership
- Serves as primary liaison between CHS and electronic health record/database vendor (currently “Credible”)
- Works closely with staff who utilize the electronic health record/database such as the Billing Specialists and Quality Assurance Specialists to assure optimal use and efficiency
- Works with Directors, Managers, and Supervisors to use the electronic health record/database in the functionality of his/her job

MAJOR RESPONSIBILITIES – Agency General

- Provides all services utilizing a strengths-based, family-focused, client-centered, services-integrated, and culturally competent approach
- Participates in creating and maintaining a workplace that values diversity and treats everyone with respect without regard to race, color, age, religion, creed, gender, sexual orientation, national origin, marital status, the presence of any sensory, mental, or physical disability
- Demonstrates teamwork and open communication
- Provides services in a manner that expedites the meeting of contract requirements and program outcomes
- Maintains documentation in a timely, thorough and accurate manner
- Follows agency policies and procedures, RCWs, WACs, and other external regulations
- Follows CHS’s Code of Ethics
- Performs other appropriate tasks related to your professional role as needed

MINIMUM REQUIREMENTS

- Solid understanding of the principles of database management and business process workflow
- Bachelor’s degree (in management information systems, computer science, or related field) or equivalent experience
- 3-5 years of similar experience with database management
- Ability to work independently and practice self-direction; self-starter
- Ability to communicate with non-technical staff in a professional and articulate manner and to understand terminology specific to behavioral health
- Working knowledge of Medicaid coding and documentation guidelines
- Ability to perform technical writing, complex problem-solving, and critical thinking
- Attention to detail accompanied by good organizational skills
- Commitment to confronting racism, sexism, heterosexism, and other discriminatory practices
- Experience and demonstrated ability to successfully work within a diverse cultural setting and provide culturally competent services
- Ability to work cooperatively as part of a team
- Prompt and consistent attendance during scheduled working hours
- Ability to work in an unstructured and unpredictable setting; ability to adapt to change
- Sense of humor

CHS is an Equal Opportunity Employer

The mission of the Center for Human Services is to strengthen the community through counseling, education and support to children, youth, adults and families.

Our Values: Embrace diversity, provide accessibility, champion collaboration, demand accountability, personify integrity, and have fun.