



Southwest Ontario
Aboriginal Health
Access Centre

FT EMR Support Specialist - Internal

Status:	Full-time, permanent
Location:	Any SOAHAC Site
Hours:	35 hours/week
Paid Time Off:	3 weeks of vacation, plus sick days, spiritual/cultural leave, birthday
Benefits:	Comprehensive health, dental and more
Pension:	HOOPP (defined benefit plan)
Posting Date:	November 3, 2023
Deadline:	November 10, 2023

Southwest Ontario Aboriginal Health Access Centre (SOAHAC) is a diverse, dynamic, multiservice Indigenous health and wellness agency. We strive to provide quality, wholistic health services by sharing and promoting traditional and western health practices to enable people to live in a more balanced state of well-being. SOAHAC provides services to Indigenous people including those who live on and off reserve, status, non-status, Inuit, and Metis within the Southwest, Waterloo Wellington and Erie St Clair regions. SOAHAC has a mandate of ensuring that health services are accessible, of high quality, and are culturally appropriate. It is SOAHAC's objective to build health care capacity within Indigenous communities. Currently, we are seeking the services of an **EMR Support Specialist** to join our interdisciplinary staff team working out of any SOAHAC site.

The Role: Reporting to the Director, Strategy & Planning, the **EMR Support Specialist** will provide a broad range of administrative tasks and supports across all SOAHAC sites. This role is a member of the Decision Support Team, working collaboratively to support the effective and efficient use of the EMR's functionality for SOAHAC staff. As a Super User, the Support Specialist will provide ongoing technical expertise, training and support for a variety of EMR users. This role will provide some health records functions to support comprehensive client records. ***This position is a full-time permanent position based on 5 days/35 hours per week. Salary is competitive and subject to experience. Comprehensive benefit and pension package included.***

Requirements

- Minimum 3 years of working in an Electronic Medical Records (EMR) environment
- Experience with front end and back end of Telus PS Suite and/or other EMR platforms strongly preferred
- Strong understanding of primary health care, clinical and social services practices
- Demonstrated ability to develop and deliver training to adult learners
- Experience working with a geographically dispersed team across multiple locations
- Strong organizational skills with the ability to prioritize and manage a variety of activities
- Ability to work both independently and successfully within a team
- Excellent computer proficiency with expert knowledge of Microsoft 365 Applications
- Willingness to participate in Indigenous Cultural Safety Training, teachings, and ceremonies
- Clean and current vulnerable sector police check as a condition of employment
- Valid government issued driver's license and access to a reliable vehicle
- Ability to travel to SOAHAC sites across Southwestern Ontario as required
- Up-to-date immunization record

Responsibilities

- Provide ongoing support for new and existing staff, to ensure effective and efficient use of current EMR software and related applications to support high quality care delivery
- Maintains expert knowledge of the system through ongoing training opportunities from a variety of resources
- Ability to test functions, observe for impact and make recommendations
- Revise and update end user documentation and resources
- First point of contact for end user issues and questions
- Develops and creates EMR custom forms, reminders, tool bars and stamps
- Maintains the EMR address book and Pharmacy registry
- Revises scheduling templates as required
- Runs pre-configured reports as directed
- Support care delivery by offloading identified health record tasks from front line Mas
- Assists with the identification and resolution of issues for systems improvements; implement changes as directed by Leadership Team
- Participate in team based working groups to develop digital health competencies and efficiencies
- Support implementation of new projects and priorities, ensuring EMR and other systems are configured to evaluate success

This job may require additional responsibilities and duties as assigned by Southwest Ontario Aboriginal Health Access Centre.

SOAHAC values diversity and is an equal opportunity employer; however, hiring preference will be given to qualified Indigenous applicants. SOAHAC is committed to providing employment accommodation in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act. If you require accommodation to apply or if selected to participate in an assessment process, please advise Human Resources.

If you are interested in applying for this position, please forward your cover letter and resume to:

Email: careers@soahac.on.ca

Subject line: **EMR Support Specialist Internal, Any SOAHAC Site**

Or mail to: **Human Resources
Southwest Ontario Aboriginal Health Access Centre
493 Dundas Street,
London, ON N6B 3E1**

*Please visit **Southwest Ontario Aboriginal Health Access Centre** online at: www.soahac.on.ca or like us on www.facebook.com/soahac to learn more about us!*

We thank all those for applying but only those selected for an interview will be contacted.