



## JOB DESCRIPTION

### Behavioral Health Software Specialist

**Business Unit:** Aspire Indiana

**Department:** IT

**Reporting to:** Director, Electronic Health Records

**Date Created:** 7/20/2020

**Location:** Noblesville, IN

**Site:** Noblesville Admin

**FLSA Status:** Full-Time, Exempt

**Last Modified Date:**

#### POSITION SUMMARY

The Behavioral Health Software Specialist will collaborate with management and clinicians when designing, implementing and maintaining electronic clinical systems. This individual is responsible for providing operational guidance with Aspire Indiana Health's Electronic Health Record (EHR) team. They are focused on process improvement and understanding clinical workflows in order to create efficiencies through automation and software systems design. They will provide training, continuous support and troubleshooting for users of our clinical information systems. They will also oversee the adaptation of the EHR to assist Aspire staff to efficiently meet the needs of our changing clinical environment, external requirements, new initiatives, innovative service enhancements, and strategic partnerships. They will provide technical and project management expertise to oversee the implementation, design, customization, and maintenance of Aspire's electronic health record(s) in a way that supports our vision of integrated care.

#### ESSENTIAL RESPONSIBILITIES

##### Electronic Health Records (EHR)

- Design and customize EHR functions for new initiatives, process improvement and regulatory or funder requirement changes (e.g., DMHA requirements, local payor requirements, Patient Portal)
- Improve existing systems by implementing innovative ideas, additions and modifications that streamline and enhance our processes and/or procedures
- Perform ongoing EHR system analyses, including feasibility, impact of proposed changes, proposed solutions testing
- Use data to detect system limitations, inefficiencies, redundancies and recommend solutions and new approaches to enhance and improve existing processes, systems and customers within the organization
- Assess the clinical documentation needs of the organization related to grants, projects and Integrated Care initiatives
- Serve on cross-functional teams and ensure proposed initiatives can be built and sustained in our existing EHR systems, incorporate first-hand specialized knowledge of the EHR systems and recommend solutions that support ongoing integrated care
- Collaborate with stakeholders on possible and necessary improvements to the EHR systems and educate them on the capabilities of those systems
- Serve as a liaison between clinical teams, support staff, and management in matters pertaining to clinical documentation, data recording, and the electronic health record systems
- Analyze and troubleshoot EHR software applications and provide support to staff in the day to day use of the EHR and provide support to ITHelpDesk staff

- Develop new technical and conceptual approaches to the delivery of services by working closely with clinical staff, information technology resources and fellow EHR team members to continually develop a deep understanding of related applications, workflows, inputs and outputs
- Develop and implement user manual updates (EHR)
- Deliver on timely and complete projects through management of resources, overseeing and performing activities related to EHR systems, and being able to provide up to date status updates and next steps by maintaining project plans/logs
- Monitor upcoming updates and changes in EHR to proactively inform and prepare clinical teams and other end-users
- Develop and facilitate or provide EHR training for providers and clinical support staff, adjusting materials and curriculum as new needs arise and significant system changes take place
- Lead and participate in teams made up of peers, vendors and third party technical teams to analyze integration and interface needs in order to adapt and respond to required changes
- Design solutions and systems to fully incorporate and ensure compliance with HIPAA, HITECH, NIST and other regulatory or standards bodies' principles

### **Customer Service**

- Interact with staff in a positive, helpful and professional manner via phone or in person
- Responds promptly and positively to clients, staff, colleagues and all others in a respectful, courteous and confidential manner via telephone, email or in person
- Foster positive communication and a team work atmosphere

### **Coordination and Communication**

- Coordinate and lead staff meetings to communicate team member's accountability for new and ongoing objectives and projects
- Represent Aspire at the community level by attending networking and educational opportunities and promoting the positive reputation of Aspire
- Build and maintain strong working relationships with Aspire staff and supervisors, as well as external contacts
- Serve and/or chair various staff and board committees, as assigned
- Interface with and support other Aspire Services
- Participate in performance management and coaching; respond appropriately to direction and constructive criticism from management
- Provide ongoing communication and feedback to assigned supervisor regarding position responsibilities
- Respond in a calm and effective manner to a variety of demands, projects and personality types

### **Reporting and Documentation**

- Timely complete all required unit and/or organizational reports and documentation according to policies and procedures related to physical safety and building maintenance

### **Performance**

- Meet or exceed established metrics for individual, department, and organizational goals
- Adhere to Aspire's policies, procedures, and guidelines, including the Corporate Compliance and Safety Programs as it applies to individual job duties, the department, and the company
- Timely complete all required personnel related documentation according to policies and procedures (e.g., PTO requests, expense sheets, training requests, etc.)

### **Professional Development**

- Complete and maintain compliance with any and all required trainings, certification and continuing education requirements for the position

- Proactively create and execute a professional development plan to stay current within field
- Learn industry trends related to electronic health record keeping systems and recommend improvements for potential application, training and adoption
- Engage in activities to remain current as well as enhance technical skill level
- Attend education events/seminars to continue developing expertise in the field and improve important professional relationships
- Stay informed on the latest developments in the EHR and communicate key innovations to the appropriate individuals or groups
- Participate in appropriate team and/or administrative meetings and/or assigned committees
- Provide teaching support to clients, Operations, Help Desk as needed

#### **CORE VALUES**

- **People** – Passionately believes in people and embraces diversity
- **Integrity** – Does the right thing even when no one is looking
- **Laughter** – Believes that laughter is truly the best medicine
- **Learning** – Challenges old paradigms with critical thinking, curiosity and creativity
- **Accountability** – Sets an intentional culture of personal responsibility; believes everyone carries the load
- **Relationships** – Serves colleagues and consumers with love, empathy and compassion
- **Self-Care** - Taking deliberate care of our own mental, emotional, physical, financial, and social well-being

#### **POSITION-SPECIFIC COMPETENCIES**

- **Decisive** – Demonstrate confidence, initiative and sense of urgency in making decisions on behalf of team and takes responsibility for those decisions
- **Results-driven** – Think strategically and demonstrate understanding of the big picture in order to plan and achieve desired results toward Aspire’s mission and vision
- **Strategy** - Demonstrate ability to think strategically to drive team outcomes
- **Effective communicator** – Use 2-way communication that demonstrates warmth, clarity, and professional consideration for consumer and staff beliefs, values and judgments
- **Organized** – Guide staff to produce high-quality and repeatable work with absolute efficiency; lead through confident understanding of and appreciation for policies and procedures; ability to quickly prioritize tasks and address emergent situations
- **Motivating** – Foster an engaged and supportive work environment in which employees are at their best; establish him/herself as an effective leader and role model to the team

#### **SKILLS, KNOWLEDGE & ABILITIES**

##### **Education and Experience**

- Bachelor’s degree in Social Work, Psychology, Counseling or a directly-related human service field accredited by the US Department of Education required
- Knowledge and application of utilizing and customizing electronic health records required
- Five (5) years related work experience, any combination of clinical and technical; with a blend of both preferred
- Project management or peer leadership experience preferred
- All current or previous clinical licensure considered but not required

##### **Other**

- Strong ability to maintain strict confidentiality and handle highly confidential information with professionalism
- Must be able to work independently as well as collaboratively within a team setting
- Demonstrate respect for the clients confidentiality practices, as well as for the expertise of other team members
- Must be able to respond appropriately and effectively in crisis situations by using good judgement and following Aspire protocols
- Must have excellent collaboration and soft skills, such as relationship-building, communications, listening, negotiation and diplomacy
- Must be detail oriented, have excellent organizational skills and be flexible
- Must have the ability to communicate effectively via phone or in person
- Actively participates in own performance management and coaching
- Ability to work well under pressure in a fast-paced, time sensitive environment with shifting priorities and multiple deadlines
- Demonstrate understanding of the functions/operations of all relevant services areas and understands, from both the user and the IS perspective, the role of the EMR application in supporting the delivery of services as well as database implications
- Must possess the ability to learn and/or operate relevant computer operating system environments, and the ability to operate a variety of office equipment
- Show appreciation for and ability to respond to cultural differences, and adjust communication practices accordingly in order to minimize cross-cultural misunderstandings
- Consistent work attendance and compliance with scheduled work hours (excludes approved FMLA absences)
- Exercise due diligence to prevent, detect, and report unlawful and/or unethical conduct by fellow co-workers, professional affiliates and/or agents
- Must have reliable transportation to attend trainings and/or meetings
- Display a positive work ethic

#### **PHYSICAL DEMANDS & WORKING CONDITIONS**

The nature of physical, mental and visual demands are consistent with a high activity, general office environment. The physical and working demands described here are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Predominantly an office-based environment
- Use of computers, cell phones, virtual meeting tools and other technology devices up to 90% of the time
- Ability to communicate effectively in person, by phone, email or video
- Daily, weekly, monthly and annual deadlines
- Specific vision abilities require close vision, distance vision, peripheral vision, depth perception and ability to adjust focus; must also have adequate vision to read correspondence(s), computer screen(s), form(s), etc.
- Physical requirements of the job include consistent periods of prolonged sitting or remaining in a stationary position more than 50% of the time; occasional standing and walking, which may include uneven surfaces, kneeling, squatting, crouching up to 30% of the time; some bending, stooping, stretching, reaching less than 15% of the time
- Manual dexterity sufficient to operate common office machines; including but not limited to: keyboard, fax/copiers, telephone system, calculator, and the ability to write and/or type (repeating motions that may include the wrists, hands and/or fingers) more than 50% of the time
- Ability to lift files, open filing cabinets, climb to reach higher files, and lifting average-weight objects up to 25 lbs less than 30% of the time

- Work Environment: Noise level is moderate and for the most part ambient room temperatures, lighting, and traditional office equipment as found in a typical office
- On-call responsibilities after working hours and on holidays to manage emergencies that may arise and participate in on-call rotation

**Background Checks**

Employment is contingent on background checks as required by Aspire’s policies which may include: Drug Test, Criminal History, Driving History Record, Sex Offender Registry Search, State Central Registry Check, Employment Verification, Education Verification, and Professional References

**Supervisory Responsibilities**

This position has no supervisory responsibilities

**Work Hazard Category**

Category III - Normal work routine involves no exposure to blood, body fluids, or tissues

**Employee Statement of Understanding**

I have read and understand the job description for my position. I am able to perform all of the essential functions of this position. I agree to comply with the corporate compliance policy and all laws, rules, regulations and standards of conduct relating to my position. As an employee, I understand my duty to report any suspected violations of the law or standards of conduct to my immediate supervisor.

As an employee, I will strive to uphold the mission and vision of the organization. All employees are required to adhere to the values in all their interactions with customers and fellow employees.

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Employee Signature

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Date

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Printed Name