**Reports To:** Human Resources Manager

**Job Summary:** The Software Education Specialist is responsible for developing competency based education programs for employees with focus to establish/improve skills and foster retention of knowledge. The Specialist will develop education materials, curriculum and training schedules. The specialist will provide education in a group classroom setting, online through an e-learning or Virtual Learning Environment (VLE), or on a one-to-one basis. The Specialist will focus on the following software products and their use and functions with the CHC environment: NextGen Electronic Practice Management, Electronic Health Record, Microsoft Outlook, Payroll e-kiosk and Intranet Business Portal. The Specialist will assess the effectiveness of the education curriculum and course outcomes. In addition, the Specialist will make necessary adjustments and provide on-going support and coaching to employees, including on-the-job training and functionality support.

**Knowledge, Skills, and Abilities:**

* Reads, speaks, understands and writes proficiently in English.
* Works independently and is self-directed.
* Works effectively in a team environment.
* Organizes, prioritizes, and coordinates multiple activities and tasks.
* Works with initiative, energy and effectiveness in a fast-paced environment.
* Problem-solves with creativity and ingenuity.
* Communicates technical concepts to technical and non-technical audiences effectively.
* Effective presentation skills.
* Public speaking: one-on-one or in group settings.
* Knowledge of group process and facilitation skills.
* Knowledge of principles in adult education.
* Proficiency in the use of Windows and Microsoft Office applications; Word, Excel, Outlook and PowerPoint.
* Preferred: Knowledge of medical terminology and HIPAA regulations; proficiency in Microsoft SharePoint

**Education:**

* High School graduate or equivalent.
* Associate’s degree in Information Technology or related field or in lieu of degree, a combination of equivalent education and work experience.
* Preferred: Bachelor’s Degree in Information Systems Technology or related field, or in lieu of degree a combination of equivalent education and work experience; certificate in Computer Information Systems or related field

**Experience:** Experience in the development, delivery and assessment of educational programs for software and/or healthcare information systems applications (3 years).

**Credentials:**

* NextGen Certified Professional (NCP), Enterprise Practice Management (EPM), within one (1) year of employment.
* NextGen Certified Professional (NCP), Electronic Health Record (EHR), within one (1) year of employment.
* QSI Certified Professional, Electronic Dental Record (EDR), within one (1) year of employment.
* Preferred: Microsoft Certified Office Specialist (MOS)

**Other Requirements:**

* Driver's license with the State of Washington.
* Motor vehicle insurance liability policy, a certificate of deposit, or a liability bond to the required limits.

**Essential Functions/Performance Expectations:** The essential functions and performance expectations described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be required to perform other functions as assigned, which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform these essential functions and performance expectations.

***Job-Specific Functions/Performance:***

1. Develops competency based education programs including, education materials, curriculum and training schedules.
2. Conducts routine training needs analysis.
3. Designs tools and conducts routine assessments of the skills and knowledge of employees.
4. Remains knowledgeable in the most current versions of the following software products and their use and functions with the CHC environment: NextGen EPM/EHR, Microsoft Outlook, Stromberg e-kiosk, Intranet Business Portal, Microsoft Office and ProvCare.
5. Assesses the effectiveness of the education curriculum and course outcomes and makes necessary adjustments.
6. Provides on-going support and coaching to employees, including on the job training and functionality support.
7. Assists managers in evaluating the performance level of employees and assists with the development of action plans for additional training.
8. Provides education in a group classroom setting, online through an e-learning or Virtual Learning Environment (VLE), or on a one-to-one basis.
9. Collaborates with the Information Systems Department for Help Desk issues regarding software utilization/functionality support.
10. Responsible for the maintenance of hardware and software used for training purposes and recommending repairs and upgrades to management where appropriate.
11. Provides backup for training on proper use of telecommunications hardware and software.
12. Manages and maintains the Training Room calendar.
13. Participates in formal and ad-hoc committees, work groups, meetings and etc. as needed.

***General Functions/Performance Expectations:***

1. Time Management: Manages, plans and adjusts work time to effectively complete work responsibilities. Completes tasks and assignments by scheduled due dates; allocates time to various tasks and assignments in accordance with priorities; informs supervisor when schedule problems occur.
2. Attendance: Adheres to standards of attendance, including rest and meal breaks, punctuality and time off. When absent or late, notifies supervisor in a timely manner before start of scheduled shift.
3. Customer Service: Adheres to customer service standards by meeting the needs of internal and external customers through professional interactions.
4. Teamwork: Interacts well with coworkers and supervisor in an appropriate and reliable manner and contributes to the team effort. Coordinates activities appropriately and effectively and seeks assistance, guidance and counsel from others as needed. Shows sensitively to and concern for the interests and needs of others. Negotiates with others.
5. Communication: Speaks clearly, concisely and using words easily understood; exchanges ideas with others and listens with the intent to understand. Writes for the appropriate audience with clear and appropriate skill.
6. Quantity of Work: Generates work in quantities sufficient to meet the needs and expectations of the position and organization.
7. Quality of Work: Completes work thoroughly, accurately, neatly and concisely.
8. Attitude: Assumes responsibility for work without being told; Willing to accept assignments. Contributes to a positive organizational culture and morale. Works to reduce conflict and establish good working relationships with others.
9. Professionalism: Maintains positive, constructive, collaborative, cooperative, professional, friendly and respectful working relationships with coworkers and supervisor. Keeps behaviors, communications and other outward expressions regarding CHC in a positive manner. Meets the expectations of dress and appearance standards.
10. Self-Development: Completes mandatory education and training courses in a timely manner. Seeks out additional educational opportunities to continuously improve skills, education and knowledge.

**Working Conditions and Environment:** The working conditions and environment described here are representative of those an employee encounters while performing the basic functions of this job. An employee may be exposed to other working conditions and/or environment which are not listed. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions and performance expectations of this job.

* Employee generally works within the interior of a healthcare clinic/office environment. Employee may travel locally between multiple worksites and be responsible for own transportation. Out of area travel may be required on occasion. Hours of operations and specific staff scheduling may vary between worksite based on operational need.
* The general environment is clean with a comfortable temperature and moderate noise level. Employee may be required to use computers and other office equipment and participate in communication through typing, reading, writing, telephones etc.
* Employee is subject to contact with patients under all conditions and circumstances, e.g., illness, emotional duress and hostility. Other work activities involve contact with staff members, the general public and government representatives under all conditions and circumstances.

**OSHA Category:** Employee may be exposed to infectious waste, blood, body fluids, communicable/infectious diseases, air contaminants (including tobacco smoke), and hazardous chemicals. CHC will provide to the employee instructions on how to prevent and control such exposures. The employee may be exposed to the Hepatitis B Virus and that the company will make available, free of charge, the hepatitis B vaccination.