



TRIBAL PERSONNEL DEPARTMENT

JOB ANNOUNCEMENT

JOB TITLE: **Healthcare Applications Coordinator**
SUPERVISOR: PCHC Clinical Manager
LOCATION: Peter Christensen Health Center
POST DATE: March 2, 2023
CLOSING DATE: Open until filled

General Description: The primary responsibility of this position is responsible for day-to-day management of healthcare applications at the Peter Christensen Health Center, Family Resource Center, and Gookomis Endaad. This position is responsible for achieving in-depth knowledge of the software applications in relation to data reporting and the policies, procedures, and operations of the clinic's applications and departmental objectives. The Healthcare Applications Coordinator will maintain a balance of operational experience, project management skills, communications, training, and organizational skills.

Qualifications: Education in Healthcare Information Technology required via certificate or degree or Associate Degree in Computer Sciences or related field preferred and/or certified field is related field. Three to five years of experience in clinical software and health information preferred.

Salary: \$19.00-\$22.00/hr. Negotiable dependent upon qualifications.

How to Apply: Submit your application for employment, and notarized release of information form by the deadline. Applications and detailed job descriptions can be located on our website www.ldftribe.com or are available at the William Wildcat Tribal Center in the Human Resources Department. Please submit your application materials to:

Human Resources Department
P.O. Box 67
Lac du Flambeau, WI 54538
715-588-3303
Email: hr@ldftribe.com

Native American preference will be applied to hiring of this position as defined in Title 25, U.S. Code, Chapter 14, Subchapter V, subsection 273 & 274. We are an equal opportunity employer with preference given to qualified Native American applicants in accordance with federal law and tribal policy.

**Lac du Flambeau Band of Lake Superior Chippewa Indians
Nonexempt Position Description**

A. TITLE OF POSITION: Healthcare Applications Coordinator

B. DEPARTMENT: Peter Christensen Health Center

C. SUPERVISOR'S TITLE: Clinical Manager

D. DESCRIPTION OF DUTIES:

This position is responsible for day-to-day management of healthcare applications at the Peter Christensen Health Center and the Family Resource Center. This position is responsible for achieving in-depth knowledge of the software applications in relation to data reporting and the policies, procedures, and operations of the clinics applications and departmental objectives. The Healthcare Applications Coordinator will maintain a balance of operational experience, project management skills, communications/training and organizational skills. Job responsibilities include but are not limited to the following:

1. Manage all projects including new implementations, updates, customization, and integration within all systems.
2. Provide ongoing support of healthcare software systems.
3. Train staff on the usage of current and updated work flows in software systems.
4. Respond to requests for assistance and identify, prioritize, and resolve user and software issues.
5. Work closely with Administration and Medical Information System (MIS)/Information Technology (IT) staff to review, recommend, and implement new software and work flows of software systems.
6. Communicate with MIS to monitor data integrity.
7. Develop reporting software systems to assess work flows, productivity and quality to assure compliance with operating standards.
8. Assist Administration and clinic staff with the development of documentation in software systems and accurate reporting that allows for optimal business planning and decisions.
9. Provide communication to administration, team leaders and end users via meetings, e-mail, and training, and coordinate annual HIPAA training.
10. Work with Privacy Officer to establish and maintain system access according to organizational and HIPAA standards.
11. Assisting or coordinating and documenting follow-up with HIPAA audits of employee access.
12. Promote awareness and importance of data security and comply with all clinic privacy, IT/MIS, and HIPAA policies and procedures.
13. Assisting with policy review and revisions for all relevant policies and procedures.
14. Conduct workflow analysis of software systems to update and/or build new workflows.
15. Assists or facilitates in completing any patient requests for requests of private health information.
16. Able to work independently as well as a member of a team.
17. Demonstrate a positive mental attitude.
18. Works toward achieving implementation of AAAHC certifications and conducts appropriate follow-up.
19. Provides supervision of the health care systems according to accrediting standards.
20. Performs related and additional duties as assigned.

E. POSITION RELATIONSHIPS:

1. **Internal:** Frequent contact with users of the software systems in PCHC, FRC, and Gookomis Endaad.
2. **External:** Frequent contact with software/hardware vendors, other business supporting vendors.

F. SUPERVISORY RESPONSIBILITIES: None

G. SUPERVISION RECEIVED: Health Director

H. EDUCATION: Education in Healthcare Information Technology required via certificate or degree or Associate Degree in the computer sciences or related field preferred and/or certified is related field. HeartSaver certification is required within six months of hire.

I. EXPERIENCE: Three to Five years of experience in clinical software and health information preferred.

J. SKILLS:

1. Above average ability to use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.
2. Ability to convey information and training on a one-to-one basis or in a larger group utilizing various methods for greater understanding.
3. Above average ability to identify problems or inconsistencies while performing software updates.
4. Ability to create and assist with the implementation policies and procedures.
5. Assist, prepare and present data in a manner that is easily understood by varying levels of staff.
6. Ability to follow through on multiple projects simultaneously with ease and accuracy.
7. Must possess excellent interpersonal, communication, organizational, multi-tasking and project management skills.
8. Must be able to manage and maintain confidential and sensitive information with diplomacy and tact.
9. Must be responsible, reliable and dependable with the ability to fulfill obligations in a timely manner.
10. Above average ability to maintain attention to detail and thorough in completing work tasks.
11. Knowledge of HIPAA standards and implementation processes required.

K. WORKING ENVIRONMENT:

1. **Work Conditions:** Frequent exposure to communicable diseases and other conditions common to a clinic environment.
2. **Exposure to Hazards:** Exposed to public and communicable diseases.
3. **Physical Requirements:** Ability to lift up to 20lbs., tolerate prolonged sitting, frequently walking and standing.

L. BEHAVIORS:

- F.** The vision, goals and objectives of the Lac du Flambeau Band of the Lake Superior Chippewa Indians requires the Healthcare Applications Coordinator to perform in both a professional and personable manner. The manner in which the employee relates to fellow employees, customers and visitors is considered parallel in importance to technical knowledge and ability. Respect and consideration given to the dignity of each customer,

