DATA CLERK/SOFTWARE TRAINER

POSITION DESCRIPTION:
Primary responsibility is to train end users on electronic healthcare record software. Data may be used to report internally as well as to key stakeholders, agency affiliates, and funding sources, among others.

KEY AREAS OF RESPONSIBILITY:
1. Maintain King County reporting system by managing and uploading county claims and viewing related reports.
2. Ensure clients and their related staff are set up correctly.
3. Insure staff understand the requirements in the system for county reporting and county audits and check that data accuracy and business rules are followed.
4. Understand the Billing Process as it relates to county information and data transfer of claims.
5. Help staff with their productivity reporting, incident reporting, and other reports as requested.
6. Work closely with the Director of Operations to manage the Critical Incident Report program.
7. Introduce staff to and give initial training on EHR system as it pertains to their job function. Help provide guides for new features as they become available.
8. Help maintain accurate data, particularly in our EHR system, and help where data collection and reporting could be improved. Work with IT Director on plan for improvements.
9. In some cases data must be manually moved by data clerk if it automated solutions are not possible.
10. Alert staff of changes that would affect their data entry and reporting.
11. Verify that staff understand how to correctly enter data to maintain reporting to county and other funding sources such as the United Way.
12. Relay suggestions or needs of the users to IT staff regarding EHR.
13. Learn/Know the agency processes for intake, discharge and electronic client management so as to assist staff with these.
14. Demonstrate a high degree of skill in communication and positive interaction with all Ryther employees, prospective employees, external agencies/companies, and the community at large.
15. Performs all other tasks as assigned.

ESSENTIAL JOB REQUIREMENTS:
1. Competency with Microsoft Word, Excel and touch-typing skills.
2. Computer skills including browsing for files in an operating system and operating a web browser.
3. Ability to learn basic computer troubleshooting in order to teach software (ie: issues arise when configuring the browser).
4. Ability to memorize where things are in a software system or maintain a general knowledge of the resource so you can easily find items.
5. Ability to exercise discretion and maintain client and personnel confidentiality.
6. Ability to prioritize and group subject matter.
7. Effective written and verbal communications skills.
8. Ability to exercise patience as a trainer with trainees possessing varying degree of computer knowledge/system skills.
9. Ability to instruct individuals and/or groups for several hours.
10. Knowledge of behavioral health, child welfare practices and methods that involve reporting needs (examples: critical incident reports, restraints, treatment plans, assessments, etc…) is a plus.
11. Commitment to the Purpose, Values and Mission of the agency.
12. Ability to use the senses of sight, hearing and speech to effectively instruct end users.

Please email, fax, or mail your cover letter and resume to:

jobs@ryther.org

F: 206-525-9795

Personnel
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Ryther is committed to equal opportunity principles which provide for the recruitment of women, handicapped persons, members of ethnic minority groups, disabled veterans of the Vietnam era, and protected age groups.