ELECTRONIC HEALTH RECORDS PROGRAM SPECIALIST (Mental Health) (HELP Program)

DISTINGUISHING FEATURES OF THE CLASS: This is an administrative and technical position with responsibility for Electronic Health Records Program within the Mental Health Department. The incumbent provides assistance in the development and maintenance of the electronic health records. The incumbent is responsible for the information system to track data for programs operated by the department. Work is performed under the direct supervision of Department Head or designee. This position requires a high degree of autonomy and the ability to make daily independent judgments to ensure that the program is fully operational. The incumbent provides training to staff with related software. Does related work, as required.

TYPICAL WORK ACTIVITIES:

Acts as department support for the electronic health (EHR); creates accounts for new employees, runs and disseminates reports, troubleshoot connectivity issues with vendor, create and maintain forms;

Researches problems and communicates with Intake, Billing and Clinical employees to ensure accurate data entry, as well as act as the liaison with the vendor to investigate and initiate new software development as needed;

Utilize Power BI to created dashboards, produce reports for department (daily, monthly, quarterly, annual) including productivity, show rate, revenue and client demographics;

Ensures software meets the regulations of NYS, OMH, OASAS, Medicaid, Medicaid and all other regulatory entities;

Act as the security management system officer to assist with setting up accounts on secured OMH web-based applications;

Assist and train employees with data entry, paperwork flow and coding procedures;

Work with County IT Department as needed.

The above examples of duties are intended only as illustrations of the various types of work performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND/OR PERSONAL CHARACTERISTICS:
Good knowledge of the use of personal computers and related peripheral equipment; good working knowledge of operating systems application software packages; good knowledge of computer network systems; good organizational skills; good communication skills; ability to work with others in a team environment; ability to keep up with the changing technical field; ability to advise and train others.

The physical 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.

While performing the duties of this job, the employee is frequently required to sit, use hands to finger, handle, or feel objects, tools or controls; and reach with hands and arms. The employee is regularly required to walk, talk and hear.

The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
The noise level in the work environment is usually quiet.

MINIMUM QUALFICATIONS: EITHER:

A. Possession of a Bachelor's Degree or higher in Computer Information Systems, Management Information Systems or closely related field and two (2) years of professional level work experience, or its part-time equivalent in the use of information processing equipment;

OR:

B. Possession of an Associate's Degree in Computer Information Systems, Management Information Systems or closely related field and four (4) years of professional level work experience, or its part-time equivalent in the use of information processing equipment;

OR:

C. Graduation from high school or possession of an appropriate equivalency diploma recognized by the NYS Department of Education and six (6) years of full time paid experience in systems analysis and the maintenance of electronic data processing equipment and communication systems;

OR:

D. An equivalent combination of training and/or education and experience as defined by the limits of A, B and C above.

Note: Your degree must have been awarded by a college or university accredited by the regional, national, or specialized agency recognized as an accredited agency by the U.S. Department of Education/U.S. Secretary of Education. If your degree was awarded by and educational institution outside of the United States and its territories, you must provide independent verification of equivalency. A list of acceptable companies who provide this service can be found on the Internet at http://www.cs.ny.gov/jobseeker/degrees.cfm. You must pay the required evaluation fee.

All qualified applicants will be afforded equal employment opportunities without discrimination because of race, creed, color, national origin, sex, age, disability or marital status.

Non-Competitive
Adopted 5/28/24-12/31/24