

CROSSOVER

Healthcare Ministry

JOB DESCRIPTION: Training Coordinator

Position/Title: Training Coordinator
Supervisor: Director of Nursing & Operations
Status: (FULL TIME)

Cross Over Healthcare Ministry: Operates two non-profit health centers in Richmond Va. The clinics serve low income patients who are uninsured or are enrolled in Medicaid. Overall, CrossOver provides comprehensive healthcare to 6,000 residents of Central Virginia, offering care to children as well as adults. CrossOver provides primary care, specialty care, dental, vision, mental health, HIV care and OB care to qualified patients. CrossOver also operates a licensed pharmacy. Our full time clinics are located on Cowardin Avenue in South Richmond and Quioccasin Road in Western Henrico County.

Overall Responsibility: This position will provide training and support for initial and ongoing trainings at CrossOver. This position is responsible for mastering both the EClinicalWorks EHR system and Crossover Ministry's specific workflows associated with EClinicalWorks and other trainings. In addition, this position will coordinate all development related to the system and its respective applications.

Supervisor: Director of Nursing & Operations

Primary Work Location: Henrico Clinic; 8600 Quioccasin Road

Job Classification: Full Time; Exempt

Work Hours: Generally 8:30 to 5:00 Monday through Friday, but some evening and weekend work is required.

Key Responsibilities:

- New Staff and Volunteer Training: Train all new staff and volunteers on the EHR and assist with preparing training manuals within the clinic. Maintain up to date training manuals and training materials necessary for quality training program.
- Refresher Training: Plan and provide regular refresher trainings to staff and volunteers. Responsible for ongoing training within the clinic.
- Quality Control: The Training coordinator regularly conducts chart audits and reviews reports and client feedback to evaluate the effectiveness of the training program and make adjustments to the training process.
- Technical Support for the EHR: The Training coordinator is the primary point of contact with the EHR vendor. This includes review of the monthly invoice for accuracy and negotiating for custom reports and additional services. This position

is the hub for technical problems with the EHR, and works with the vendor to resolve problems.

- Change Management: The Training Coordinator creates data fields, visit types, templates, reports and makes other changes to the EHR system when needed. The Coordinator leads the change management team and communicates changes to staff and volunteers.
- Technology Coordination: The Training Coordinator is the primary contact with the computer support contractor. The Training Coordinator does not fix or maintain technology themselves but redirects technology issues to the computer support contractor. The Coordinator develops policies and protocols to assure appropriate use of technology and to protect the security and quality of the data.
- Special Projects: The Training Coordinator is a crucial member of Organizational Taskforces.

Education and Experience:

- Minimum of a Bachelor's Degree from an accredited university.
- Strong technical skills.
- Demonstrated ability to present to large and small groups, as well as, the ability to teach so learning objectives and competencies are met.
- Detailed oriented and with strong written and oral communication and follow up skills.
- Flexible and ability to multitask.
- Must be able to effectively work in a fast paced and complex environment while actively problem solving.
- Ability to work with a diverse group of people.
- Ability to model and support the Mission, Vision and Values of CrossOver Healthcare Ministry.