



Job Title: Clinical Applications Trainer
Department: Information Technology (IT)
Reports to: Clinical Applications Administrator
FLSA Status: Non-Exempt, Full-Time
Hiring Range: \$36.03 - \$43.23
Location: Coos Bay or Eugene, Oregon

This position is a covered position as defined in the Coquille Indian Tribe Chapter 185 Child Protection Ordinance.

Candidate must pass a pre-employment drug screen and Criminal and Character Background Check.

SUMMARY OF MAJOR FUNCTIONS

Under the direction of the Clinical Applications Administrator, the Clinical Applications Trainer is responsible for developing, coordinating, and delivering training for clinical applications used throughout the Ko-Kwel Wellness Center (KWC). This role supports all existing and future departments and staff roles by ensuring employees have the knowledge and skills needed to effectively utilize the organization's clinical systems and electronic health records (EHR).

The Clinical Applications Trainer serves as a key resource for onboarding, education, workflow adoption, and ongoing staff development. Responsibilities include working closely with the Clinical Applications team, Information Technology (IT), Ko-Kwel Wellness Center (KWC) leadership, and Epic trainers for training and mentoring providers, clinical staff, and non-clinical staff on Dragon Medical/Dragon Speak, Navis, Quest, Dexis, Methasoft, and other clinical applications and interfaces that support daily operations. The position designs and maintains role-based training curricula, develops training materials, manages the Continuum testing and training environment, and evaluates user proficiency to promote effective system utilization.

This role provides hands-on, at-the-elbow support during go-lives, system upgrades, workflow changes, and implementation of new technologies. The Clinical Applications Trainer also serves as a subject matter expert and trusted resource, delivering advanced application training and support for software systems including, but not limited to Plexis, Pioneer, Dexis, DAX, DragonSpeak, Midmark, Haiku, Canto, Methasoft, Solarity, telehealth platforms and other healthcare technology solutions used across the organization. Success in this role requires strong communication, collaboration, technical aptitude, and a commitment to supporting high-quality patient care through effective use of healthcare technology.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Responsible for training staff on clinical applications, the Electronic Health Record (EHR) and other application while serving as a key member of the Electronic Health Record Support Analysts (ESA) and Clinical Applications team. Develop and deliver training through classroom, in-person, virtual, and one-on-one formats for systems such as Methasoft, Solarity, Epic integrations and other supported applications. The ability to travel to different clinic locations to provide training is mandatory.
2. Serve as the primary point of contact for EHR and clinical application training needs at Ko-Kwel Wellness Center, acting as a subject matter expert, application champion, and resource for all departments. Conduct regular training check-ins and provide ongoing support for staff in all roles.
3. Maintain a comprehensive understanding of EHR workflows, system configuration, dashboards, reporting tools, and basic application build functions.

4. Develop, maintain, and update training materials, including job aids, tip sheets, videos, user guides, and quick-reference resources.
5. Evaluate user proficiency, identify training opportunities, and implement strategies to address knowledge and workflow gaps.
6. Manage, maintain and develop flyers/guides from the Continuum testing and training environment.
7. Provide frontline support for EHR and clinical applications by responding to user questions and resolving application training-related issues.
8. Collaborate with the ESA team, OCHIN specialists, and third-party vendors to proactively identify, troubleshoot, and resolve system issues.
9. Support the testing, validation, and implementation of new features, enhancements, and service pack updates in partnership with OCHIN in Continuum and other general releases and rollouts.
10. Assist the ESA team in working with clinical staff to identify, recommend, and implement process improvements that optimize clinic operations, improve patient outcomes, and streamline workflows.
11. Develop and deliver training programs that promote user proficiency. Create engaging training materials, provide individualized coaching, and facilitate group learning opportunities for EHR and related clinical applications.
12. Serve as backup support for ESA team during staff absences, high-volume periods, or as needed.
13. Troubleshoot workflow, system, and access-related issues; assess root causes, determine appropriate resolutions, and identify when additional training may be needed.
14. Monitor training effectiveness and recommend improvements based on user feedback and performance metrics.
15. Monitor and manage support ticket queues, resolve routine issues, and escalate complex problems as appropriate.
16. Assist in maintaining the availability, functionality, and performance of clinical applications and supporting systems.
17. Work closely with the ESA and Clinical Applications team to troubleshoot and support interfaces and integrations with connected systems, including telehealth platforms, EKG systems, imaging solutions, and other third-party applications. Maintain a strong understanding of integrated workflows and system functionality to effectively train and support end users.
18. Communicate system updates, Continuum changes, known issues, and workflow modifications to end users and stakeholders in a timely manner.
19. Provide recommendations to the ESA team for operational improvements and support the implementation of EHR changes in accordance with organizational standards and best practices.
20. Serve as a subject matter resource for clinical application questions and assist in troubleshooting.
21. Participate in testing system updates, validating workflows, and ensuring application functionality prior to deployment.
22. Provide feedback to application administrators regarding system usability, workflow optimization, and enhancement opportunities.
23. Assist with reporting, data validation, operational support activities, and special projects as needed.
24. Perform other duties and responsibilities as assigned.

The above statements reflect the general duties considered necessary to describe the principal functions of the job as identified and shall not be considered a detailed description of all the work requirements that may be inherent in the job.

PHYSICAL REQUIREMENTS

Requires the ability to communicate verbally, repetitive movement of the wrists, hands and/or fingers, often requires sitting for extended periods of time, raising or lowering objects, and occasionally requires lifting up to 50 pounds. Requires occasional standing and walking. Work is generally performed in an office setting. Evening and weekend work may be required. Will often be required to travel by automobile, commercial or private carrier. Local travel is frequently required; statewide and national travel is occasionally required. The individual must perform the essential duties and responsibilities with or without reasonable accommodation efficiently and accurately without causing a significant safety threat to self or others.

KNOWLEDGE, SKILLS, AND ABILITIES

Individuals must possess the following knowledge, skills and abilities or be able to explain and demonstrate that they can perform the essential functions of the job, with or without reasonable accommodation, using some other combination of skills and abilities.

1. Excellent verbal and written communication skills with strengths in team building, and cooperative problem solving. Ability to consistently convey a pleasant and helpful attitude by using excellent interpersonal and communication skills to control sometimes stressful and emotional situations.
2. Ability to foster an inclusive workplace where diversity and individual differences are valued and leveraged to achieve the vision and mission of the Coquille Indian Tribe.
3. Ability to make decisions independently in accordance with established policy and procedures.
4. Ability to exercise excellent organization, time management, analytical and problem-solving skills in a fast-paced environment.
5. Must have acute attention to detail and demonstrate effectiveness in managing multiple work assignments simultaneously, often under strict deadlines. Work accuracy is essential. Works independently, shows initiative and takes ownership of all projects and assignments to achieve positive results.
6. Knowledge of Epic (preferably OCHIN Epic) and previous ESA work, or a similar practice management system.
7. Requires Epic EHR ESA training with OCHIN Epic.
8. Knowledge of regulations on the confidentiality of medical records (HIPAA). 42 CFR Part 2 HIPAA knowledge preferred.
9. Knowledge of the procedures, rules, operations, sequence of steps, documentation requirements, time requirements, functions, and workflow to process medical records, to review records for accuracy and completeness, and to keep track of processing deadlines.
10. Ability to maintain professionalism, confidentiality, and objectivity under pressure.
11. Demonstrated proficiency using Microsoft Office applications, electronic health records, databases, and other business software.
12. Ability to work cooperatively with other departments to accomplish assigned tasks; ability to develop good working relationships with other departments in the organization.

REQUIRED QUALIFICATIONS

1. Bachelor's degree in Computer Science, Information Technology, Health Information Management, Healthcare Administration, Business Administration, or a related field required with a minimum of three (3) years' experience in training, technical support or relevant professional work in healthcare information systems. A combination of formal education, training, and related work experience may be considered.
2. Minimum of two (2) years of experience developing, implementing, and managing clinical staff training programs, including curriculum design and maintenance.
3. Experience providing training and education to healthcare professionals on clinical workflows, electronic health record (EHR) systems, or other healthcare technologies. Demonstrated ability to simplify complex workflows into effective training materials.
4. Strong written and verbal communication skills.
5. Excellent presentation and facilitation skills.
6. Strong organizational, project management, and time management skills.
7. Strong understanding of the medical records/EHR flow and ICD-9/ICD-10 coding systems required.
8. Ability to communicate technical concepts to technical and non-technical audiences.
9. Current and valid Oregon driver's license in good standing is required with no insurability restrictions from the Tribe's insurance carrier.

PREFERRED QUALIFICATIONS

1. Experience in Tribal Health, Community Health Center, FQHC, or Behavioral Health settings.
2. Experience supporting multidisciplinary clinical teams.
3. Knowledge of ambulatory, behavioral health, and medication-assisted treatment (MAT/OTP) workflows.
4. Experience developing e-learning content and competency assessments.
5. Clinical background (Medical Assistant, RN, LPN, Behavioral Health, Pharmacy Technician, or similar) preferred.
6. Experience with Learning Management Systems (LMS).