



healthlinkny
Your link to Statewide Health Information

Job Description

Job Title: Supervisor of Training and Development

Location: Binghamton Office

Employment Status: Regular, Full-Time

Reports to: Director of Account Management

Classification: Exempt

About HealthlinkNY:

HealthlinkNY is a Qualified Entity (QE), funded by the New York State Department of Health (NYS DOH), which operates the health information exchange (HIE) as well as population health improvement programs (PHIP) and supports healthcare delivery reform (DSRIP) for an 13 county region spanning the Hudson Valley, Catskills, and Southern Tier of New York. The HealthlinkNY HIE offers electronic access to patients' community-wide health records and serves as the region's access point to the Statewide Health Information Network of New York (SHIN-NY), supporting collaboration between healthcare providers across the state. For more information please visit www.healthlinkny.com.

Nature and Scope of the Position:

Responsible for creating and implementing training programs and overseeing the development of internal and associated organizations. Support the needs of employees and participants throughout the organization. This position is responsible for patient centered education and Patient Portal development. Responsible for training HIE users and fostering positive long-term relationships with Participants. The goal is to enhance employee and participant's performance, productivity and quality of work.

Main Responsibilities:

- Draw an overall or individualized training and development plan that addresses needs and expectations
- Manages, updates and maintains organizational intranet site
- Oversee the development of Learning Modules delivered to our participants
- Oversee the Patient Centered Learning Modules delivered to our patient and community interests. Creating, designing and implementing 3 learning labs, patient training, working with community groups
- Work with local organizations to facilitate and collaborate CEU trainings that will increase utilization of the HIE
- Patient centered education and community outreach, will facilitate forums for patient engagement



- Conduct effective introduction and orientation sessions
- Develop visual aids and training presentations and material
- Facilitating training programs, developing guides and materials for participants, monitoring systems and processes, and measuring success
- Provide support and education to participants in the benefits and utilization of HIE
- Ensure all training material and documents are current and up-to-date with New York State Department of Health requirements and revisions. Gain familiarity with Center for Medicare & Medicaid Services (CMS) and New York State Department of Health (NYS DOH) programs with regards to HealthlinkNY services.
- Assisting Participants in their efforts to understand and participate in the Delivery System Reform Incentive Payment (DSRIP) program.
- Other duties as necessary

Education:

- Associate's Degree in relevant field or job experience is required
- High School diploma required.

Experience:

- 4+ years Healthcare experience
- Must be a self-starter, highly organized, and able to work well with employees at all levels of an organization.
- Must possess excellent oral and written communication skills.
- Polished presentation and top notch interpersonal skills required.
- Energy and enthusiasm to motivate and engage others.
- Integrity and approachability.
- Strong Microsoft Office and Windows-based computer application skills required.
- Background or knowledge of information technology required.
- Background in health information technology or clinical systems a plus.

Work Environment

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

Physical Demands

- The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.



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- Travel is required.
- While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand, walk, and reach with hands and arms. The employee may occasionally lift up to 10 pounds.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

To Apply:

Please send resume and cover letter to info@healthlinkny.com or apply via Indeed job posting.