



**Job Description**

**Job Title:** Workflow Specialist

**Location:** Binghamton Office/Fishkill Office

**Reports to:** Supervisor of Training and Development

**Employment Status:** Regular, Full-Time

o 38-40k

**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](http://www.healthlinkny.com).

**Nature and Scope of the Position:**

The workflow specialist will be responsible for deploying training needs, implementing curriculum, and delivering courses to educate participants about their access to the HIE. The workflow specialist will work with patients to educate them on the HealthlinkNY HIE and the HealthlinkNY Patient Portal. The workflow specialist is responsible for delivering required training and education to HealthlinkNY participants.

**Main Responsibilities:**

1. Assists and delivers training programs for varying levels of participants and community interest groups.
2. Develops and deploys procedures for the HealthlinkNY required trainings.
3. Participates in Community Forums for participant education. Works to evaluate participants' needs pertaining to training and services offered. Develops and maintains continual education and support materials.
4. Conducts site visits to organizations to identify workflow gaps, tailor and adapt HIE services, and meet workflow needs.
5. Continually evaluates participant's utilization of the HealthlinkNY HIE and training procedures. Monitors and analyzes course effectiveness and continually updates curriculum as needed.
6. Maintains safe and healthy training environments by following organization standards and legal regulations.
7. Contributes to team effort by accomplishing related results as needed.

**Education:**

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

**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.
- 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.

HealthlinkNY is committed to the fair and equal employment of individuals with disabilities under the Americans with Disabilities Act (ADA). It is HealthlinkNY's policy to provide reasonable accommodation to individuals with disabilities who are qualified for the job in question unless the accommodation would impose an undue hardship on the organization.

**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 email your resume and cover letter to [info@healthlinkny.com](mailto:info@healthlinkny.com) .