

**POSITION DESCRIPTION****Electronic Medical Records Manager**

Compliance

Executive Director Office

Region Ten Community Services Board

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**CLASSIFICATION TITLE: Electronic Medical Records Manager****GENERAL STATEMENT OF RESPONSIBILITIES:**

This is a FLSA exempt position. The incumbent leads the management, analysis and development of the agency's electronic medical record system. The incumbent partners with the Compliance Director, the System Management Committee, Information technology and the Leadership Team to develop and maintain the agency's electronic consumer record, troubleshoot and problem solve data issues across agency systems.

The incumbent reports to the Compliance Director and perform duties by proceeding alone under standard practices, researching and troubleshooting data needs, errors, problems, and systems. Position will establish and maintain relationships with leadership team, directors, program managers and staff to resolve and improve data and evaluative systems across the agency per the EMR. In carrying out position duties, the incumbent is expected to perform in accordance with applicable professional ethics and established Region Ten policies, Federal, State and local licensing, accrediting bodies, and other requirements.

**MAJOR DUTIES:**

1. Analyze EMR use, program needs, workflows and make system design recommendations
2. Develop, track, analyze, test and communicate EMR system changes; including state reporting changes, program changes, EMR system updates.
3. Build and maintain relationships with leadership team, staff, vendors, stakeholders and peers to improve systems quality, manage program change and continue EMR system analysis and improvement.
4. Assist the EMR Help Desk Technician in monitoring and resolving EMR Help Desk requests
5. Train on the use of the EMR software, systems and processes
6. Develop comprehensive workflows
7. Conduct system audits to ensure data integrity
8. Participate in the 80% Committee and the Virginia Credible users group.
9. Facilitate the Systems Management Committee
10. Maintain "How to" Library
11. Maintain confidentiality as regards all issues, forms, enrollments, documents handled in the Compliance department.
12. Stay current on agency communication. (i.e., Ten, Region Ten's newsletter, E-mail, etc.).
13. Assist with special projects as assigned
14. Develop and write reports for all electronic systems used at Region Ten.
15. Critically evaluate information gathered from multiple sources, reconcile conflicts, decompose high-level information into details, abstract up from low-level information to a general understanding, and distinguish user requests from the underlying true needs.
16. Work independently with users to define concepts and under direction of project managers.
17. Drive and challenge business units on their assumptions of how they will successfully execute their plans
18. Examines and evaluates purpose and content of business reports to develop new or improve existing format, use and control; Reviews reports to determine basic characteristics such as origin and report flow, format, frequency, distribution and purpose or function of report.
19. Recommends establishment of new or modified reporting methods and procedures to improve report content and completeness of information.
20. Serve as the Region Ten CSB representative on the Data Management Committee
21. Retrieving and submitting reports utilizing the DBHDS sFTP site.
22. SQL report writing
23. Perform other duties as assigned

**MANAGERIAL**

1. Actively participating and supporting a customer friendly work culture
2. Creating prosocial work relationships with colleagues, stakeholders, and management
3. Provide oversight and direction to the employees in the operating unit in accordance with the organization's policies and procedures.

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4. Coach, mentor, and develop staff, including overseeing new employee onboarding and providing career development planning and opportunities.
5. Empower employees to take responsibility for their jobs and goals. Delegate responsibility and expect accountability and regular feedback.
6. Maintain employee work schedules including assignments, job rotation, training, vacations and paid time off, telecommuting, cover for absenteeism, and overtime scheduling.
7. Other duties as assigned.

EDUCATION AND EXPERIENCE

The incumbent will possess a minimum of 2 years EMR or related experience. Experience in healthcare and/or disease management industry preferred. Experience with System Design and Workflow Development.

QUALIFICATIONS:

The incumbent needs to possess the following knowledge, skills and abilities:

Knowledge of: understanding of the mission of Region Ten and program needs; goals of electronic medical records systems; project management; interpersonal communications; software system analysis, design and implementation techniques, basic understanding of SQL report writing and HMTL

Skills in: Workflow development, critical thinking and comprehensive problem solving, project management; communication with a diverse range of people; creating a pleasant, supportive, professional office environment. Excellent documentation skills are a must with ability to hold others accountable to outcomes and deliverables. The ideal candidate must be able to take technical information and break it down to simple instructions for the non-technical end user. Excellent follow through and organization.

Abilities to: work independently, maximize use of time; meet deadlines; establish and maintain professional working relationships with people of all levels within the organization; be self-motivated; maintain time efficient/professional transactions either in person or on the phone, Work with interdisciplinary teams; be self-motivating and work independently well-organized learn new electronic data instruments as needed.

ADMINISTRATIVE PERFORMANCE EVALUATION STANDARDS:

This position is evaluated according to the Administrative Performance Evaluation Standards.

POSITION LOCATION: Region Ten Community Services Board  
500 Old Lynchburg Road  
Charlottesville, Virginia 22901

POSITION ORGANIZATION CHART

Director, Compliance  
|  
Electronic Medical Record Manager

GRADE: 12

SCHEDULE: Monday – Friday 8:30am – 5:00pm

Position Description Updated: September 20, 2021

I have reviewed this job description and acknowledge the duties as well as the KSA (knowledge, skills, and abilities) included in this description. I also understand the performance standards as they apply to this position.

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Employee Signature

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Name Printed

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Date