EHR System Database Administrator

At Children's Health Council (CHC), we've been helping children and families for 60 years. Our Center, two schools and Community Clinic serve families in the Silicon Valley as well as the greater San Francisco Bay Area. Our areas of expertise include learning differences, anxiety and depression, ADHD and autism. We also provide excellent parent education services and parent consultations.

At CHC, we uncover a world of promise and potential in every child. Using a personalized approach, we help your children become happier, more resilient and more successful. Our employees are encouraged to bring their ideas, experiences and perspectives, gleaned from their varied backgrounds, to the workplace. We strive to create an environment in which all employees can contribute to their fullest potential to make an impact in the lives of the children we help.

EHR System Database Administrator

Agency Mission:
We believe in the promise and potential of every child and teen. Our mission is to remove barriers to learning, helping children and teens become resilient, happy and successful at home, at school and in life. We strive to remove social emotional and learning barriers for kids and families regardless of language, location or ability to pay.

Job Summary:
This position is responsible for the implementation, configuration, maintenance, and administration of the Netsmart AVATAR software application with the primary functions of: sending and receiving HIPPA transactions related to behavioral health care; analyzing program, county, state, and federal requirements to ensure full compliant status; developing and producing Crystal reports. The EHR System and Database Administrator oversees the use and operation of AVATAR, ensures the integrity of the system, trains and assists staff with the system, and serves as the primary liaison between management, local users groups, contracted providers, and software vendors. This position also organizes and/or provides training and support to staff on software applications and identifies, recommends, and implements changes in processes and policies based on data analysis, county, or regulatory revisions.

Essential Duties and Responsibilities:
- Responsible for all phases of database management, design and administration of the organization's EHR system (Netsmart AVATAR).
- Maintain system security settings; setup new users; terminate users; purge system usage; initiate and maintain dictionaries and tables; manage and maintain menus; manage audit trails; update and customize EHR products; maintain client, staff and user inquiries; create new forms and customize existing forms; create and maintain all reports, report definitions and abstracts; maintain error logs; manage workflow; monitor client alert and system use.
- Construct and maintain end-user reports using Crystal Reports software including client management and practitioner reports, billing reports, appointment scheduling reports, and quality improvement reports.

- Maintain the following functions: program, service code, CPT code, referral source, facility, guarantor, posting code and auto sync.
- Direct all implementations including upgrades and patches.
- Make recommendations for system and operational enhancements.
- Communicate effectively with outsourced IT group for both hardware and networking solutions.
- Communicate effectively with CHC staff to gather specifications for report and module building in Avatar.
- Attend bi-monthly local California User Group (CAUG) meetings.
- Perform other related duties as required and assigned.

Accountability:
A successful individual in this position will work as a team player in accomplishing the maintenance of the EHR system in line with agency demands. Completing assigned tasks and deliverables in a timely and thorough manner is essential. Willingness to work with others, and use collaboration as a key tool in system administration is critical.

Qualifications:
Two or more years' experience with demonstrated progressive responsibility in database management and computer technology.

Knowledge/Ability/Skills:
- Experience with an EHR database strongly preferred and familiarity with Netsmart AVATAR a plus.
- Experience with relational databases, cache, Java and SQL preferred.
- Knowledgeable of computer applications in data management.
- Ability to use Crystal Reports software.
- Time management skills with ability to set and meet deadlines with limited supervision.
- Familiarity with systems development, testing, and implementation process and procedures.
- Proven project manager who has the ability to work collaboratively cross-departmentally and as part of a team.
- Ability to use logic and analysis to solve computer and systems problems.
- Ability to produce well-written documentation for end users.
- Ability to demonstrate maturity, leadership, flexibility, and creativity in the performance of job duties and responsibilities.
- Ability to learn, install, and support new software applications.
- Superb problem solving and customer service skills.
- Strong written and verbal communication skills.
- Ability to maintain confidentiality within and outside the organization.

Education/Training:
Bachelor's degree in computer science or closely related field.

Physical Requirements:
An employee in this position may be required to occasionally lift, move and/or set-up stacks of documents such as training binders or paper materials, lap-top computers, in-focus projectors, flip

charts and other materials required for training sessions. Employee also required to work for extended periods at a computer terminal.

Contact with Others:
Interpersonal interaction with executive and middle managers, peers, subordinates and outside contacts.

Benefits:
We value our employees' time and efforts. Our commitment to your success is enhanced by our competitive compensation and an extensive benefits package including paid time off, medical, dental and vision benefits and future growth opportunities within the company. Plus, we work to maintain the best possible environment for our employees, where people can learn and grow with the company. We strive to provide a collaborative, creative environment where each person feels encouraged to contribute to our processes, decisions, planning and culture.

To apply, please forward your cover letter and resume/CV to jobs@chconline.org in Microsoft Word or PDF format. Please reference "EHR System Database Administrator" in the subject line.

Children's Health Council (CHC) supports workforce diversity. We are an Equal Opportunity Employer and believe in treating each employee and applicant for employment fairly and with dignity. We will provide employment opportunities without regard to race, religion, color, creed, national origin, gender, orientation, age, disability, medical condition, marital status, veterans' status or any other classification protected by employment discrimination laws. When necessary, CHC also makes reasonable accommodations for employees with disabilities in accordance with individual needs, business realities and applicable laws.