



## **JOB DESCRIPTION**

**Position:** Clinical Educator  
**Reports to:** Director of Client Services  
**Status:** Full time staff: Exempt  
**Contact:** [kbustamante@hinfonet.org](mailto:kbustamante@hinfonet.org)

### **Position Responsibilities**

Under the guidance of the Director of Client Services, the Clinical Educator provides education and training for HIN's products and services. The position's primary role is to develop educational materials and provide training across all HIN clients that lead to increased end-user adoption. The role also supports product and services development towards the identified needs of clients.

### **Client Engagement**

- Establishes and maintains excellent relationships to coordinate and support effective and efficient education and training plans across all client organizations.
- Designs effective education and training approaches that meet the unique needs of each client's work environment.
- Engages end-user champions and super-users to support organizational efforts in user promotion and product/services development.
- Provides educational presentations at conferences to support adoption and promotion of products/services, as needed.

### **Education & Training**

- Engages clinical staff in healthcare settings to provide training and education about products/services; evaluates clinical workflows to support the use of HIN products and services.
- Regularly travels to build trusting relationships with clients to provide training and meet project requirements; education includes compliance with State mandated opt in/out requirements.
- Works with colleagues to develop and maintain end-user educational and training materials to support products/services utilization.
- Oversees special projects relating to clinical use and implementation of services.

- Tracks and reports to leadership and client's user adoption and implementation metrics. This includes maintaining the CEU reporting that is required to qualify for CEU instruction.

### **Leadership Skills**

- The Clinical Educator serves as a primary point of contact for both leadership and their staff. It is critical that the role be performed with the upmost professionalism. Professional self-presentation skills and excellent public presenting skills are essential to the role.
- The Clinical Educator must have excellent written and oral communication skills that engender trusting working relationships.
- The Clinical Educator must collaborate across the organization and work with technical roles to test and coordinate the release of new and updated versions of products and services.

### **Employment Standards**

#### **Education:**

- Bachelor's degree required; Master's degree preferred.
- Clinical degree or license required.

#### **Experience:**

- At least five years' experience working in or closely with hospitals and healthcare settings.
- Leadership experience overseeing programs or services, supervising staff, strongly preferred.
- Experience providing training and/or education to clinicians in healthcare settings strongly preferred.
- Experience with Electronic Health Record systems, management, and quality improvement work strongly preferred.
- Strong skills in documentation and use of Microsoft Office required.

#### **Required skills:**

- Excellent coordination and time management skills.
- Ability to coordinate with staff in a team environment consisting of customers and co-workers, working across teams and functions.
- Ability to work under pressure, and balance competing demands of customers and projects.
- Strong troubleshooting skills a must.
- Strong knowledge of desktop hardware and software a plus.

#### **Other Requirements:**

- Travel:
  - Valid Driver's License
  - Proof of Insurance
  - Ability to stay overnight as needed
  - Schedule may include hours outside of regular business hours

- Flexible work environment:
  - Access to internet connection at home
  - Calls may be received after normal HIN business hours

Please send resumes to [Kim Bustamante](#).