



EMPLOYMENT OPPORTUNITY

EMR Training Specialist

IWS Family Health, a community health center providing preventive health care services to children and families, seeks a EMR Training Specialist to work as a critical part of its Technology team (3600 W. Fullerton Ave. Chicago, IL 60647).

Position Summary

An EMR Training Specialist focuses on educating healthcare professionals on the effective use of the Electronic Medical Record (EMR) system. Currently, IWS uses eClinicalWorks (eCW). This role involves designing and delivering training sessions, developing user-friendly materials, and providing hands-on support to clinical and administrative teams. The specialist works closely with department leaders to align EMR workflows with operational needs and ensure the system is being utilized to its fullest capabilities across all departments. The role also includes reviewing and improving workflows to optimize efficiency and compliance with regulatory and grant reporting requirements.

Position Responsibilities

Training Delivery

- Conduct training sessions (classroom, one-on-one, virtual) for new hires and existing staff on eClinicalWorks functionalities and workflows.
- Develop and maintain comprehensive training materials, including user guides, reference sheets, and e-learning content.
- Provide ongoing support and troubleshooting to users, addressing issues related to documentation, scheduling, billing, labs, and reporting.

EMR Optimization

- Review and analyze departmental workflows to ensure full utilization of eCW features (e.g., templates, order sets, macros, favorites).
- Recommend and implement EMR optimizations to improve usability, reduce duplication, and support compliance goals (e.g., UDS, Title X, Medicaid billing).
- Participate in EMR system upgrades, new feature rollouts, and testing to assess workflow impact and train end users accordingly.
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System Support & Collaboration

- Serve as the subject matter expert for eClinicalWorks, supporting clinical, quality, billing, and operations teams.
- Collaborate with the IT department and EMR administrator on system issues, lab interface errors, user provisioning, and maintenance.
- Participate in troubleshooting issues related to Health Information Exchanges (HIE), lab integrations, and patient portal use.





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Workflow Improvement

- Work directly with staff and managers to observe current practices, identify gaps, and design improved workflows.
- Support uniform implementation of EMR functions and documentation standards across multiple sites.
- Assist in developing reports and dashboards to monitor performance metrics and data quality.

Other Duties

- Maintain knowledge of organization-wide configurations and location-specific customizations.
- Support grant-related data requirements by ensuring training covers relevant fields (e.g., Title X CVR, UDS+).
- Document enhancement requests from staff and escalate suggestions to the EMR administrator or vendor as appropriate.
- Attend eClinicalWorks training and conferences.

Knowledge, Skills, and Abilities

- Minimum 2 years of direct experience training users on eClinicalWorks or another EMR system.
- Associate or Bachelor's degree in healthcare, education, health informatics, or related field (maybe substituted with 3+ years of direct EMR training experience).
- Bilingual (English/Spanish) ability is preferred.
- Familiarity with FQHC workflows, quality reporting, and regulatory requirements is preferred.
- Strong communication, presentation, and problem-solving skills.
- Proficiency in Microsoft Office and training development tools.
- Ability to adapt quickly in a fast-paced, cross-functional team environment.

Compensation and Benefits

IWS Family Health provides a competitive salary and benefits plan, including Paid Time Off (PTO), paid holidays, health, dental, life and vision insurance options, as well as a 403B option. This salary role will pay between \$60,000 and \$70,000 depending on experience.

Organizational Overview

For over 100 years, IWS Family Health has provided healthcare services and support to children and families in the Chicagoland area. Our main location, IWS Family Health – Logan Square, offers full-service care for all ages, including pediatrics, adult health, prenatal care, dental, and more. Our new pediatric site, IWS Family Health – Dunning, is dedicated to care for children. Both locations are committed to providing high-quality, accessible healthcare for Chicago families. IWS Family Health is a Federally Qualified Health Center Look-Alike, a member of the Illinois Primary Healthcare Association (IPHCA) and the National Association of Community Health Centers (NACHC) and receives strong support from the community and local philanthropic leaders.

Please submit a cover letter and resume to HR at hr@iwsfamilyhealth.org by 7/25/25.

