

UNIVERSITY MEDICAL GROUP

Position # 648

Department Contact Information

Return Applications to: **Angela MacDonald, University Medical Group**

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Posting Information

Classification:	Trainer & Process Analyst	Hours of Work:	37.5 hours / week
Department:	Internal Medicine	Wage or Salary:	competitive
Section:	Systems Improvement Team, Department of Internal Medicine	Start Date:	ASAP
Position:	Regular, Full-Time	Probation	6 Months

Cover letters along with resumes to be received by: August 8, 2025 at 12:00 p.m.

Reporting to the Systems Improvement Team Manager, the incumbent is responsible for developing, coordinating and delivering training and support for clerical staff and clinical providers in Accuro outpatient clinics, including scheduling, records management, patient record merges, Medeo, health mail and reports. Also, collaborating to develop workflow processes, user documentation and implement process changes.

Representative Duties

- Provides support and develops and implements training programs for clinical and support staff in the use of the electronic medical record.
- Provides daily support for end users of Accuro in outpatient clinics from an on-site and off-site perspective. Interaction with users can be in person, by telephone, by email or by virtual meetings.
- Develops/redesigns workflow processes and documents.
- Provides user training and implements processes for safe, quality and cost-effective patient care.
- Works closely with the project team to ensure timelines and deliverables are met.
- Develops and maintains resources to be used internally by members of the Systems Improvement Team and to be provided to HSC Accuro users.
- Ensures standards and process are met and based upon best practices as directed.
- Participates in regular meetings with the project team to facilitate communication of information, issues and challenges.
- Communicates with key stakeholders as required.
- Develops processes, policies and procedures either alone or with the project team.
- Performs other duties or projects as assigned.

Qualifications

Education:

- University degree in a management or health care discipline or experience in process redesign, documentation, training and implementation preferably in a health care setting or equivalent relevant experience.

Experience:

- Experience with training/teaching, preferably systems related, in both virtual and in person settings.
- Moderate to advanced computer skills in the following: QHR Accuro (both in basic usage and background configuration) and Microsoft OS.
- Ability to learn project specific software applications to the extent of being able to train and support users of this software.
- Experience with planning and implementing projects with directly related administrative experience.
- Process improvement experience including introduction of new systems and change management strategies, preferably in healthcare.

Skills and Abilities:

- Must possess excellent interpersonal and communication skills using different techniques/means available.
- Must possess excellent planning, organizational, project and time management skills.
- Strong facilitation skills.
- Ability to respect and promote confidentiality.
- Must possess the ability to problem-solve and collaborate with team members and to work as part of a multi-disciplinary team of health professionals including both internal and external stakeholders.
- Must be detail oriented with the ability to multi-task.
- Must employ strategic thinking, diplomacy, and mature judgment.
- Demonstrated ability to work independently, be self-motivated as well as use the ability to motivate others.
- Must be comfortable working in different environments including a team environment located in an open office space, working remotely and working in a clinic setting as required.
- Ability to understand data and technical documents an asset.

The University Medical Group is strongly committed to equity and diversity within its community and especially welcomes applications from women, racialized persons, Indigenous peoples, persons with disabilities, persons of all sexual and gender identities, and others who may contribute to the further diversification of ideas.

If you require accommodation supports during the recruitment process, please contact the UMG Business Office at info@universitymedicalgroup.ca or 204-789-3645. All qualified candidates are encouraged to apply; however, Canadian citizens and permanent residents will be given priority.

"We thank all who apply and advise that only those selected for further consideration will be contacted."