



The **PROGRAM SUPPORT SPECIALIST VISTA** will be responsible for tracking program performance, evaluation of performance numbers and provide performance management support for Volunteers of America of Indiana's Fresh Start programs. This position will report to the Director of External Affairs and will help Volunteers of America of Indiana provide healthy futures for families affected by the opioid epidemic.

**ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.**

- Become the "resident expert" on the new electronic medical records system. Learn and understand how to build out areas of the program if needed.
- Ensure data is correctly and regularly entered into an electronic medical records system
- Ensure system will correctly track outcomes important to reporting
- Train staff on a new electronic medical records system
- Implement protocol for staff training on the electronic medical records system Establish a training curriculum for current staff members and new staff members to make everyone a "resident expert."
- Work in collaboration with the Database Coordinator
- Work with staff to ensure tracking efforts are effective
- Create reports on evaluation outcomes
- Assist with efforts to identify funds that will provide intensive studies of the program to lead to discovery of best practices in order to duplicate the program across the state
- Monitor usage of the new electronic medical records system. If something is going wrong, discover what the root of the problem is and address it in a sustainable way.
- Pull numbers and performance outcomes from records system to support fundraising and executive staff as they seek for funding and community support
- Create an organized system for staff to save and keep outcome data for future needs.
- Seek out potential community partners and/or grant opportunities that will identify best practices used at Fresh Start

#### **QUALIFICATIONS, EDUCATION and/or EXPERIENCE**

To perform the job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The position requires a Bachelor's degree in a related field and one to three years of experience in electronic medical record systems. The incumbent must be a self-starter, display a high degree of professionalism and must be familiar with electronic medical records systems. The incumbent must have strong written and verbal skills in order to create reports based on performance and effectively train staff on the system in place.

Expertise in Microsoft software and strong computer skills required. Must be able to occasionally travel and work weekend and evenings.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities.

While performing the duties of this job, the employee is regularly required to observe, sit, talk and hear. Occasional lifting of items up to 50 pounds. The noise level in the work environment is moderate.

**All interested persons should send their resume and cover letter to Sara Pugh, Director of External Affairs at [spugh@voain.org](mailto:spugh@voain.org). Questions? Call her at (317) 660-2084.**