

**PERTH AND SMITHS FALLS DISTRICT HOSPITAL
CUPE JOB POSTING
CUPE 2026-146**

DATE: June 10th, 2026

DEPARTMENT: Clinical Informatics

POSITION: Clinical Informatics Specialist
Permanent Full Time

SUMMARY OF DUTIES:

The Clinical Informatics Specialist plans, designs, develops, implements, trains, evaluates, and supports clinical information systems initiatives. This position bridges clinical stakeholders and Information Systems, bringing clinical expertise and leadership to guide clinicians, departments, and programs through business process and patient flow redesign.

Key responsibilities include:

- Providing clinicians with computer system support and resolving systems issues
- Designing, implementing, and maintaining training and support programs to help clinicians develop and retain clinical systems knowledge and skills
- Supporting the Patient and Family-Centered Care philosophy
- Participating in quality improvement, risk management, and patient safety activities departmentally and organization-wide

The incumbent follows all workplace health and safety policies and procedures, wears and uses personal protective equipment as required, ensures a clean and safe physical/psychological environment for patients, visitors, and staff, and reports workplace hazards and concerns. Work is performed in accordance with the Occupational Health and Safety Act and Regulations, professional standards and guidelines, and PSFDH corporate and departmental policies and procedures.

Hospital Information System & Electronic Health Record (75%)

Responsible for planning, design, development, training, implementation, evaluation, and support of the Hospital Information System (HIS/IT) and electronic health record (EHR).

Key Responsibilities:

- Collaborates with stakeholders to identify current patient and business processes
- Analyzes current state to identify process redesign opportunities aligned with best practices
- Recommends redesign options to stakeholders and facilitates decision-making
- Leads identification of stakeholder functional requirements
- Documents descriptions to analyze and evaluate stakeholder needs, program function, and steps required to develop/modify clinical computer systems

- Reviews, recommends, and participates in selection of clinical systems as requested
- Determines resources and clinical expertise required to implement new clinical systems/applications
- Leads design and development of entry screens for clinical system documentation
- Works with vendors and clinical stakeholders to manage resolution of clinical application issues and requests
- Develops prototypes, creates test scripts, and participates in testing
- Acts as liaison between clinical stakeholders and the HIS/IT team
- Participates in development of training materials
- Contributes to project management components and provides project leadership as required
- Plans and participates in implementation of new clinical systems and applications
- Participates in development of policies and procedures to support patient/business flow redesign and new clinical systems/applications
- Provides content expertise

Training & Direct Support During Implementation & Ongoing Adoption (15%)

Delivers effective training and direct support during the implementation and ongoing adoption of electronic systems/applications.

Key Responsibilities:

- Provides timely, effective, professional training to all employee and physician levels, plus support to clinicians and students
- Delivers education based on adult education principles through competency-based, individualized programs
- Demonstrates comprehensive knowledge of course content for all clinical and business applications
- Ensures optimal learning environment through classroom preparation, setup, and availability of handouts
- Participates with team in problem-solving training issues and suggests innovative improvements to training/support programs
- Supports project team's plans and processes during go-live periods
- Demonstrates leadership, collaboration, critical thinking, and team focus addressing issues during system implementation and ongoing adoption
- Monitors, investigates, and ensures resolution of end-user issues/complaints
- Triage and refers networking, hardware, workstation, or integration issues to appropriate groups; facilitates resolution of escalated issues
- Responds accurately and knowledgeably to learners' questions
- Determines additional tutoring or coaching requirements
- Conducts regular rounds in designated areas to proactively identify problems/concerns
- Provides other education staff with functional and procedural guidance regarding the new system
- Helps identify and ensure system requirement standards are met in assigned areas
- Manages change request intake; forwards to appropriate team for next steps; follows up with end users as required
- Supports project team's communication strategy and provides clinical area information to HIS/IT trainers/project team as needed
- Protects and promotes maintenance of confidentiality and related policies
- Provides support during system downtime procedures and disaster recovery as needed

Training & Support Plan Development (10%)

Provides active participation in development and implementation of training and support plans for electronic systems/applications.

Key Responsibilities:

- Conducts need assessment with HIS/IT project teams and HIS/IT analysts; determines appropriate training/support strategies for new system implementations and ongoing adoption
- Identifies potential training/support problems and recommends/implements solutions
- Develops and maintains effective, accurate instructional designs and documentation for new training requirements in compliance with departmental standards
- Provides other education staff with functional and procedural guidance for new staff orientation and specific training programs
- Develops or enhances skills related to emerging learning technologies and effectively uses them in learning design/delivery
- Participates in development and maintenance of training systems
- Responds appropriately and timely to training issue inquiries
- Supports education strategies based on adult education principles, individualized to learner needs/skills
- Collaborates on activities throughout readiness, implementation, and post-go-live phases of electronic clinical/administrative systems projects
- Participates in policy/procedure development related to security, downtime, backup operations, and disaster recovery activities

MINIMUM REQUIREMENTS:

Professional/Technical Knowledge

- Minimum 3 years previous experience configuring/building clinical applications in a hospital information system supporting clinical workflows
- Proven understanding of clinical service delivery in a hospital environment
- Demonstrated leadership and facilitator skills
- Strong knowledge of project management methodology and tools

Preferred Qualifications

- Health Information Management or Clinical Informatics Certificate
- Diploma or undergraduate preparation in Nursing or Allied Health Discipline
- Current registration with CNO or Allied Health Discipline (regulated college)
- Certificate in Adult Learning

Skills and Abilities

- Proven experience and skills in change management
- Recent experience working with clinical systems and applications (e.g., Cerner/Oracle Health)
- Experience with M365 Suite (PowerPoint, Word, Excel)
- Strong interpersonal communication skills (verbal and written)
- Proven analytical and organizational skills
- Team-oriented collaborative approach

Required Experience

- 5 years clinical experience in healthcare environment
- Previous experience in planning and implementation of electronic clinical systems
- Previous experience working with adult learners

SALARY: \$43.342- \$44.164- \$44.982- \$45.804- \$46.624- \$47.442- \$49.817

SHIFTS: Days, nights (Subject to scheduling change as per Management Rights and Article G.01 of the CUPE Collective Agreement.

CLOSING DATE: June 17, 2026

How to apply: Please email your resume to HR@psfdh.on.ca, stating the job number in the subject line.

Be advised that the Perth and Smiths Falls District Hospital has a vaccination policy located on PDMS. Proof of vaccination will be required as a condition of employment, subject to exemptions contained in the policy.

Perth and Smiths Falls District Hospital is an equal opportunity employer committed to meeting needs under the Canadian Charter of Rights and Freedom and the Ontario Human Rights Code. Our recruitment process follows the Accessibility for Ontarians with Disabilities Act in order to provide a fair and equitable process for all candidates. Applicants requiring accommodation through the recruitment/interview process are encouraged to contact the Human Resources Department at 613-283- 2330 ext. 1132 for assistance.

We thank all interested candidates for their response, however, only those chosen for an interview will be contacted.