

EPIC SUPPORT SPECIALIST

DEPARTMENT:	QUALITY, PATIENT SAFETY AND RISK
REPORTS TO:	MANAGER, QUALITY, RISK AND PROFESSIONAL PRACTICE
STATUS:	TEMPORARY FULL TIME
SHIFT:	DAYS
COMPENSATION:	\$40.21/hr - \$50.26/hr
UNION:	NON-UNION
AVAILABLE TO:	INTERNAL & EXTERNAL CANDIDATES
DATE POSTED:	NOVEMBER 25, 2025

POSITION DESCRIPTION:

Reporting to the Manager of Risk, Quality & Patient Safety, the Epic Support Specialist, in partnership with the Epic* Site/Clinical Lead, is responsible for the assessment, planning, implementation, training and optimization of the organization's Hospital Electronic Medical Record System in keeping with Haliburton Highlands Health Service's mission, vision, values, and strategic direction.

This role works collaboratively with staff/clinicians in all areas where the Epic application is present. The primary deliverable is to complete interdisciplinary project coordination and ensure the optimization of system use and performance through training and support.

The role requires a flexible schedule to support the needs of the organization. The incumbent works across multiple sites and in multiple environments. Normal hours are Monday-Friday 8am-4pm, however, changes schedule to support after hours upgrades or onboarding of staff (physicians typically) may be required.

**Epic is the System Name of the Central East Regional Electronic Medical Record system used in the Acute Inpatient/Emergency/Lab/Diagnostic Imaging/Outpatient Clinics (Mental Health, GAIN, Physio), Health Information Management (HIM) and Finance (Accounts Receivable and Patient Billing) departments of HHHS.*

QUALIFICATIONS:

Education

- Preference to member of a Registered Clinical Association (eg RN/RPN, OT/PT etc)
- Alternatively, Four Year Undergraduate Degree in Health Informatics, Information Systems.
- Must be willing to be Epic Credentialed in relevant modules within 6 months of hire.
- Preference to Prosci CMP Credential (Change Management)

Experience

- Minimum of three years of clinical informatics support experience using a clinical information system (preferably Epic).
- Preference to Epic Credentialed Trainers for Patient Access, Ambulatory, and HIM for this role.
- Must be willing to credential as an Epic Credentialed trainer within 6 months of hire for the modules in scope for this role for any gaps.
- Project Management experience with small to medium projects. (3 years)

Skills

- The incumbent is knowledgeable about clinical practice, regulatory requirements, and principles of quality improvement for areas throughout HHHS.
- Proficiency with Microsoft Office Suite of Programs.
 - Data manipulation,
 - Documentation, and
 - presentation skills
- Project Management – excellent time management, project management, planning, organizational skills and ability to manage multiple stakeholders.
- Change Management – High awareness of impacts on stakeholders and able to ensure appropriate communication and support programs in place to support all stakeholders.
- Exceptional interpersonal, communication, and presentation skills. Ability to lead meetings, prioritize, maintain issues lists and resolve conflicts.
 - Complex balancing of Regional and local needs and priorities.
- Ability to solve problems and think both analytically and creatively.
- Evidence of ability to function with a high degree of independence while actively collaborating with health care members providing care for patients. Ability to work independently as well as collaboratively in a team setting.
 - Works across multiple sites and in multiple environments
- Ability to design, develop and deliver multiple appropriate training programs leveraging multiple media and techniques designed to appropriately support the Adult learner.

SUBMIT APPLICATION AND RESUME TO:

Human Resources
Haliburton Highlands Health Services
Box 115, Haliburton, ON K0M 1S0
E-mail: hr@hhhs.ca
Fax: 705-457-4609

PLEASE QUOTE JOB NUMBER:

2025-164

DEADLINE:

December 3, 2025 @ 1600 Hours

Haliburton Highlands Health Services thanks all applicants, however, only those selected for an interview will be contacted. If you are contacted by HHHS regarding a job opportunity or testing, please advise if you require accommodation. Information received relating to accommodation needs of applicants will be addressed confidentially.