



Health Information Management (HIM)



JOB PROFILES GUIDE (PART 2)

*A digital reference book for HIM
leadership & non-contract roles*

Updated: May 2024

Created by: HIM Culture & Communications

Table of Contents



1-2	Introduction
3	Job Qualities
4	Roles in this Booklet
5-11	Site Management & Supervision
12-18	Teaching & Training
19-25	Project Management & Business Strategy
26-31	Data Engineering, Quality & Analysis
32-35	Senior & Regional Leadership
36-40	Corporate Services & Administration



Message from:

Shelley Browne, PDHIS Chief,
Customer & Information Services
Naomi Brooks, Senior
Executive Director, HIM & PLS



Hello reader, and welcome to the second part of the Health Information Management (HIM) Job Profiles Guide!

Whether you are part of the HIM team, a member of the public curious about the work we do, or a prospective employee on the hunt for a new job, we hope this new guide will serve as a useful resource for you. This second part of the HIM Job Profiles Guide focuses on non-contract and leadership roles within our organization. The guide is designed to give you a better understanding of HIM and the many opportunities for growth within our organization.

First, a bit about us (and more details on this on the next page): HIM is made up over 1,500 people working at more than 40 sites across the province of BC, including six regional cancer centres. HIM staff work in five main areas that are critical to patient care delivery: Registration Services, Records Management (also known as Health Records), Transcription Services & Health Information Exchange, Coding & Informatics Services, and Strategic Planning, Projects & Business Optimization. Altogether, HIM staff bring together a wealth of different skills, qualifications and experiences to the table. This guide helps to shine the spotlight on the integral work being done by HIM employees every day!

If any of the jobs highlighted in this guide spark your interest, I encourage you to talk to your colleagues or reach out to our HIM Culture & Communications team to find out more about the role. You can also have a conversation with your Leader around how we can support your growth and development. Our goal at HIM is to help you thrive at our organization and grow into new roles that interest you.

If you want to learn more about unionized, contract roles at HIM, you can read and download the first part of the HIM Job Profiles Guide from 2019 by [clicking here](#). Again, if you have any questions about HIM or the current roles featured within this booklet, please do not hesitate to reach out to the HIM Culture & Communications: HIMCommunications@providencehealth.bc.ca

Thanks for reading!

**–Shelley Browne, Provincial Digital Health & Information Services Chief,
Customer & Information Services**
–Naomi Brooks, Senior Executive Director, HIM & PLS

Background on HIM



1,500+



*staff work
across BC*

40+



*work sites
& hospitals*

5



*collaborating
service areas*

4



*health
organizations served*



HIM is overseen by Provincial Digital Health & Information Services (PDHIS) Chief, Customer & Information Services, **Shelley Browne**. PDHIS is part of Provincial Health Services Authority.



**Providence
Health Care**



Provincial Health
Services Authority



Naomi Brooks is the Senior Executive Director of HIM and Provincial Language Services (PLS). Naomi and our five Regional Directors make up the HIM Senior Leadership team.

Providence Health Care – or PHC – is the single employer of all HIM employees, but we provide service to all four health organizations, including Provincial Health Services Authority, Vancouver Coastal Health and Fraser Health. **HIM has five main service areas:**



Registration



*Records
Management*



*Transcription
& Health
Information
Exchange*



*Coding
& Informatics*



*Strategic Planning,
Projects & Business
Optimization*

This is a general guideline to help staff determine roles that fit their experience. The following qualities are defining characteristics of a variety of roles within HIM and, in many cases, can overlap depending on the position.



Train & Facilitate

Skills associated with educating new employees and/or clinicians. You can facilitate learning sessions, meetings, and presentations.



Coach & Mentor

Skills associated with coaching teams of staff and helping to drive change. You act as a resource, mentor and subject matter expert.



Communicate & Connect

Skills associated with communicating information, change and goals. You can build bridges and nurture strong working relationships.



Problem Solve & Inquire

Skills associated with tackling complex issues to develop well-rounded solutions. You ask open-ended questions to carve a path forward.



Organize & Prioritize

Skills associated with balancing multiple different priorities and projects. You have a sharp eye for detail and can analyze issues.



Plan & Strategize

Skills associated with monitoring health system trends and updates. You can craft strategic plans to meet future developments head on.



Technical Expertise

Skills associated with a strong understanding of the software, programs and tools related to your work. You are a digital aficionado.

Job Categories & Profiles

Site Management & Supervision

- Coding Coordinator
- Manager, Records Management & Registration Services
- Coordinator, Records Management & Registration Services
- Supervisor, Records Management & Registration Services
- Supervisor, Records Management
- Supervisor, Registration Services

Teaching & Training

- Lead, Release of Information
- Lead, Data Quality
- Lead, Education Specialist, Transcription
- Lead, Education Specialist, Registration
- Education Specialist, Transcription
- Education Specialist, Records Management
- User Readiness Specialist

Project Management & Business Strategy

- Project Manager
- Lead, Business Analyst
- Senior Business Analyst, EHR
- Senior Business Analyst, SPP
- Business Analyst
- Coordinator, Customer Service

Data Engineering, Quality & Analysis

- Lead, Data Quality
- Data Engineer
- Business Intelligence Developer/Analyst
- Data Solutions Specialist
- Quality Assurance Analyst

Senior & Regional Leadership

- Executive Director
- Regional Director
- Regional Manager

Corporate Services & Administration

- Specialist, Change & Communications
- Coordinator, Culture & Communications
- Executive Assistant
- Administrative Assistant



Much of HIM's team of Site Managers and Leads come together for our Leader's Day in June 2022.

SITE MANAGEMENT & SUPERVISION

The Site Management and Supervision team provides on-the-ground support to and oversight of HIM staff. They directly oversee our operations at health care facilities to ensure HIM services are running smoothly and efficiently.

This team of HIM leaders works closely with teams of staff to mentor, coach and guide. They play a key role in hiring and onboarding, as well as resolving disciplinary matters as necessary.

Roles include:

- Coding Coordinator
- Manager, Records Management & Reg.
- Coordinator, Records Management & Reg.
- Supervisor, Records Management & Reg.
- Supervisor, Records Management
- Supervisor, Registration

Site Management & Supervision Coding Coordinator

Salary range: \$42.27 – \$52.81 hourly (April 2024)

"I love connecting with my teams – every day I have the opportunity to foster meaningful relationships, learn new things about my staff and myself, and achieve successful outcomes. I believe in making a difference in people's lives by being authentic, supportive, and encouraging."

– TJ, Coding Coordinator, Fraser Health



Role Summary

The **Coding Coordinator** supervises teams of Coders (or Health Information Administrators), who convert (abstract) a patient's health information into standardized codes to create structured data. This data is then used to support research, measure healthcare quality, allocate funding, and inform decision making.

Along with supervising and onboarding staff, Coding Coordinators build strong working relationships with partners. They also assist in developing budgets and project proposals. Coding Coordinators provide expertise on Canadian Institute of Health Information guidelines. As a member of the Coding & Informatics Services leadership team, Coding Coordinators also help to develop strategic goals.

Is this role for me?

- You have comprehensive knowledge of national and provincial coding standards/classifications.
- You can communicate effectively and problem solve issues related to coding and data quality.
- You are a strong problem-solver and can provide leadership on data abstraction challenges.
- You are comfortable drafting policies and procedures, while monitoring budgets.
- You have knowledge of health care trends.
- You can establish team goals and set objectives.

Qualifications

- Graduation from an accredited HIM program.
- At least 6 years of recent-related experience, including:
 - 2 in management.
 - 2 in International Classification of Diseases (ICD-10) coding.
 - 1 in data quality assurance or data reporting analysis.
- Canadian Health Information Management Association (CHIMA) certified.

Job Qualities



**Problem Solve
& Inquire**



**Technical
Expertise**



**Coach
& Mentor**

Site Management & Supervision Manager, Records Management & Reg.

Salary range: \$38.12 – \$54.80 hourly (April 2024)

“The friendships I form with my staff are undoubtedly some of my favourite memories. We form tight-knit bonds, celebrate each other's accomplishments and support one another during challenging times. The laughter and joy we share working together makes the workplace even better.”

**– Zeb, former Manager, St. Paul's Hospital,
Holy Family Hospital & Mount Saint Joseph Hospital**



Role Summary

The **Manager, Records Management & Registration Services**, oversees day-to-day HIM operations at their designated health care sites. They supervise teams of staff, including setting work expectations, managing hiring and onboarding of new employees, and setting strategic goals and priorities for their teams.

In Registration, Managers work with staff to register patients and ensure their information is accurately collected. In Records Management, Managers work with staff to oversee the assembly, scanning, storage and retrieval of health records to support the delivery of patient care. Additionally, they also oversee requests for access to health records, in accordance with privacy laws and policies.

Is this role for me?

- You are a well-rounded leader who feels confident providing guidance and direction.
- You are quick on your feet and can respond to operational issues and challenges as they arise.
- You feel comfortable managing staff and budget resources, as well as setting strategic priorities.
- You can support the onboarding of new staff and the development and growth of employees.
- You have knowledge of records management and registration best practices and policies.

Qualifications

- Bachelor's degree in business administration or HIM.
- At least 5 years of recent, related experience in an HIM environment, including 3 years of supervisory experience.

Job Qualities



**Coach
& Mentor**



**Plan
& Strategize**



**Organize
& Prioritize**

Site Management & Supervision Coordinator, Records Management & Reg.

Salary range: \$40.75 – \$50.87 hourly (April 2024)

“I enjoy being involved in all three aspects of my HIM work: release of information, new patient referrals and record processing. It provides great variety every day.”

– Colleen, Coordinator, Records Management & Registration Services, BC Cancer–Kelowna



Role Summary

The **Coordinator, Records Management & Registration Services**, oversees the following HIM services at their work sites: record and document processing, registration/patient referrals, record completion and release of information. The Coordinator supervises and evaluates the performance of staff and provides direction and guidance on work issues.

They also identify areas for improvement in work processes and monitor budgets and resource allocation. The Coordinator takes the lead on onboarding new HIM staff at their site while acting as a coach and mentor to their teams.

Is this role for me?

- You have strong knowledge of health records management systems, policies and procedures.
- You can effectively lead, plan, supervise and train staff, while promoting growth and learning.
- You can support the recruitment of new staff and lead the onboarding of new hires.
- You feel comfortable creating staffing schedules and overseeing vacation time planning.
- You can balance multiple work areas and prioritize urgent work as needed.
- You can quickly adjust to new and unexpected events, while guiding others through conflict.

Qualifications

- Graduation from a recognized HIM program.
- At least 5 years of recent-related experience, including 2 years in a supervisory capacity.
- Canadian College of Health Information Management (CHIM) certified.

Job Qualities



***Train
& Facilitate***



***Problem Solve
& Inquire***



***Coach
& Mentor***

Site Management & Supervision Supervisor, Records Management & Reg

Salary: \$30.54 hourly (April 2024)

"I take pride in leading my team to always be compliant with health care deadlines. My role as Supervisor is challenging but rewarding. At HIM we always strive to make sure all individuals receive the best care possible."
– Rachel, Supervisor, Records Management & Registration Services, BC Cancer–Vancouver



Role Summary

The **Supervisor, Records Management & Registration Services**, works closely with the site Manager to help oversee staff at their workplace. This includes scheduling, coordinating work assignments, evaluating performance, and leading training/onboarding. The Supervisor communicates new workflows and develops operating procedures and policies. They ensure both records management and registration operations at their work site run smoothly and efficiently.

Additionally, Supervisors can be tasked with jumping in to support day-to-day records management and registration tasks, such as records processing, release of information, patient referrals, and more.

Is this role for me?

- You are comfortable supervising staff and coordinating work assignments.
- You can draft staff schedules and manage vacation time to ensure work needs are met.
- You are comfortable onboarding new staff and can act as a trainer and mentor.
- You are an expert in records management and registration systems, tools and processes.
- You are a people-oriented leader who can help resolve issues between employees.
- You are organized and deadline-oriented.

Qualifications

- High school diploma.
- Completion of Release of Information courses.
- 4 years recent, related experience, including 1 year in a supervisory capacity.

Job Qualities



Train & Facilitate



**Communicate
& Connect**



**Technical
Expertise**

Site Management & Supervision Supervisor, Records Management

Salary: \$30.54 hourly (April 2024)

“My favourite part of my role is getting to know the staff and witnessing the evolvment and growth of our team. The feeling in knowing that you were there to help is worth the added responsibility that comes with the title.”

**– Diljit, Supervisor, Records Management,
Royal Columbian Hospital**



Role Summary

The **Supervisor, Records Management** works closely with the site Manager to help oversee staff at their workplace. This includes scheduling staff, coordinating work assignments, evaluating performance, and leading training and onboarding. The Supervisor communicates new workflows and develops operating procedures and policies. They ensure records management operations at their work site run smoothly and efficiently.

Additionally, Supervisors can be tasked with jumping in to support day-to-day re tasks, including performing qualitative analysis on medical records and release of patient information, chart retrieval, document processing, reception and more.

Is this role for me?

- You are comfortable supervising staff and coordinating work assignments.
- You can draft staff schedules and manage vacation time to ensure work needs are met.
- You are comfortable onboarding new staff and can act as a trainer and mentor.
- You are an expert in records management systems, tools and processes.
- You are a people-oriented leader who can help resolve issues between employees.
- You are organized and deadline-oriented.

Qualifications

- High school diploma.
- Completion of medical terminology courses.
- 4 years recent, related experience.

Job Qualities



Train & Facilitate



**Communicate
& Connect**



**Technical
Expertise**

Site Management & Supervision

Supervisor, Registration

Salary: \$30.54 hourly (April 2024)

“I enjoy working alongside the registration staff where I support, organize, and assist to ensure staff have the tools they need to feel confident and to flourish in their role.”

**– Sonia, Registration Supervisor,
Langley Memorial Hospital**



Role Summary

The **Supervisor, Registration** works closely with the site Manager to help manage staff at their workplace. This includes scheduling staff, coordinating work assignments, evaluating performance, and leading training and onboarding. The Supervisor communicates new workflows and develops operating procedures and policies. They ensure registration operations at their work site run smoothly and efficiently.

Additionally, Supervisors can be tasked with jumping in to support day-to-day registration tasks, such as such as receiving patients, entering patient information into the system, completing admitting records, and helping with bed booking.

Is this role for me?

- You are comfortable supervising staff and coordinating work assignments.
- You can draft staff schedules and manage vacation time to ensure work needs are met.
- You are comfortable onboarding new staff and can act as a trainer and mentor.
- You are an expert in registration systems, tools and processes.
- You are a people-oriented leader who can help resolve issues between employees.
- You are organized and deadline-oriented.

Qualifications

- High school diploma.
- Completion of medical terminology courses.
- 4 years recent, related experience.

Job Qualities



Train & Facilitate



***Communicate
& Connect***



***Technical
Expertise***



The Transcription Services education team celebrates the holidays with a team dinner.

TEACHING & TRAINING

The Teaching & Training team takes the lead on education programs led by HIM. Typically, these programs focus on training and teaching clinicians on how to use systems related to patient registration, the management of health records, and the transcription of health information.

This team plans, organizes and facilitates education sessions and monitors learning progress.

Roles include:

- Lead, Release of Information
- Lead, Education Specialist, Transcription
- Lead, Education Specialist, Registration
- Education Specialist, Transcription
- Education Specialist, Records Management
- User Readiness Specialist

Teaching & Training

Lead, Release of Information

Salary range: \$36.59 – \$45.66 hourly (April 2024)

"I represent HIM with professional integrity, whether supporting Release of Information processes, communicating with the public, or addressing the Office of the Information and Privacy Commissioner for BC regarding a complaint that has been filed."

– Rav, Lead, Release of Information



Role Summary

The **Lead, Release of Information (ROI)**, provides leadership, guidance, and instruction to staff on ROI processes and standards. The ROI team oversees the release of patient information in accordance with BC's Freedom of Information and Protection of Privacy Act. This includes responding to requests for information from patients, hospitals, medical practitioners, law enforcement, legal entities and more.

The Lead, ROI delivers education and awareness programs on privacy protection and is involved in developing and implementing ROI policy and guidelines. They also participate in privacy impact assessments for various HIM projects.

Is this role for me?

- You have comprehensive knowledge of privacy legislation and sound understanding of issues related to health information protection.
- You can plan and problem solve across a complex and dynamic environment.
- You are well-versed in health records management systems, policies and procedures.
- You can guide, plan, coach and train others, with experience facilitating workshops.
- You are comfortable interpreting policies and making recommendations for improvement.

Qualifications

- Graduation from an HIM program or related field.
- At least 3 years of recent, related experience in a large multi-site organization.
- Certified with the Canadian College of Health Information Management (CHIM) and active membership with the Canadian Health Information Management Association (CHIMA).

Skills Required



**Train
& Facilitate**



**Problem Solve
& Inquire**



**Coach
& Mentor**

Teaching & Training

Lead, Education Specialist, Transcription

Salary range: \$38.12 – \$54.80 hourly (April 2024)

"I work with an amazing team of educators, training and supporting providers. This is a rewarding role where I collaborate with different teams, gather valuable input, and continually evaluate and improve Front-End Speech Recognition learning outcomes."

– Christopher, Lead, Education Specialist, Transcription



Role Summary

The **Lead, Education Specialist, Transcription** oversees planning, designing and implementing Transcription Services education programs for care providers. Currently, the education team is focused on training providers to use Front-End Speech Recognition (FESR) to transcribe patient documentation. The Lead, Education Specialist, Transcription develops the training curriculum and assessment tools while coordinating learning.

They also supervise Transcription Services education staff, which involves resource allocation, establishing performance expectations, conducting evaluations and resolving disciplinary matters.

Is this role for me?

- You have comprehensive knowledge of teaching and learning principles, methods and tools.
- You are comfortable building training plans, developing instruction strategies, and evaluating outcomes of training programs.
- You have thorough knowledge of transcription and dictation platforms and how they integrate with other HIM and organizational systems.
- You can understand and communicate technical information and principles of operation.
- You are a strong coach and facilitator.
- You can build partnerships across organizations.

Qualifications

- Bachelor's degree in education, business administration, management, or information technology.
- Courses and/or specific experience in adult education and curriculum development.
- At least 5 years recent, related experience, including 2 years experience in a leadership or supervisory role.

Skills Required



**Train
& Facilitate**



**Communicate
& Connect**



**Coach
& Mentor**

Teaching & Training

Lead, Education Specialist, Registration

Salary range: \$38.12 – \$54.80 hourly (April 2024)

"As Lead, Education Specialist, Registration, I works as part of and guide an amazing team of User Readiness Specialists that provide support for registration and scheduling users across all programs and sites."

– Angela, Lead, Education Specialist, Registration



Role Summary

The **Lead, Education Specialist, Registration** steers a team that oversees the planning, design and implementation of education sessions for clinicians on how to use patient registration and scheduling programs. This includes curriculum planning, development of training materials and assessment tools, and coordinating and leading training sessions.

The Lead, Education Specialist, Registration connects with clinicians enrolled in education programs to ensure learning goals are met and gathers feedback on how to improve programs. They also provide day-to-day supervision of registration education staff, which includes hiring, resource allocation, resolving disciplinary matters, and conducting performance reviews.

Is this role for me?

- You have comprehensive knowledge of teaching and learning principles, methods and tools.
- You can assess learning needs, prepare training plans, and evaluate outcomes of programs.
- You have knowledge of systems analysis and design, as well as hospital administration.
- You are fluent in policy and standards for identity management and registration data collection.
- You have background in information security, as well as confidentiality guidelines and policies.

Qualifications

- Bachelor's degree in education, business administration, management, information technology and/or information management
- Courses and/or specific experience in adult education and curriculum development
- 5 years recent experience, including 2 years in a leadership/supervisory role.

Skills Required



**Train
& Facilitate**



**Communicate
& Connect**



**Coach
& Mentor**

Teaching & Training

Education Specialist, Transcription

Salary range: \$34.67 – \$49.83 hourly (April 2024)

“We provide Front End Speech Recognition (FESR) training sessions and support for dictating authors. Decreasing documentation turnaround time leads to improved patient care, and I am proud to be a part of that. Guiding someone to success and continuous learning are my favourite things about being an Education Specialist in Transcription.”

– Dana, Education Specialist, Transcription



Role Summary

The **Education Specialist, Transcription** delivers Transcription Services education programs for care providers. Currently, the education team is focused on training providers to use Front-End Speech Recognition (FESR) to transcribe their patient documentation. The Education Specialist runs FESR training sessions, gathers feedback on how to improve programs, and monitors training progress.

This includes ensuring training documents are updated, running user-acceptance testing, and acting as a subject matter expert on FESR software. The Education Specialist also troubleshoots issues and explores opportunities for online and self-directed learning.

Is this role for me?

- You have comprehensive knowledge of teaching and learning principles, methods and tools.
- You can manage curriculum development, with knowledge of hospital operations.
- You have thorough knowledge of computerized transcription/dictation platforms.
- You have comprehensive knowledge of policy, procedures and standards for transcription.
- Working knowledge of information security and confidentiality guidelines and policies.

Qualifications

- Degree or diploma in education, supplemented by experience in adult education and curriculum development.
- At least 5 years recent, related experience with transcription services, including electronic signature and front-end speech recognition.

Skills Required



**Train
& Facilitate**



**Problem Solve
& Inquire**



**Communicate
& Connect**

Teaching & Training

Education Specialist, Records Management

Salary range: \$34.67 – \$49.83 hourly (April 2024)

“I enjoy working within a supportive and knowledgeable team to promote best practices in Records Management. By researching, collaborating, writing, and educating, I contribute to a patient-focused learning environment where Release of Information staff can hone their skills and do their best work with knowledge, integrity, and compassion.”

– Cindy, Education Specialist, Records Management



Role Summary

The **Education Specialist, Records Management**, heads the planning, design and implementation of education programs for records management services, with a specific emphasis on Release of Information (ROI). This includes development of curriculums, training materials, and learning tools, as well as coordination and delivery of training activities to respective staff and clinicians.

The Education Specialist, Records Management also gathers feedback from partners to monitor training programs and improve learning outcomes. They act as a subject matter expert in Records Management, especially ROI services.

Is this role for me?

- You have in-depth knowledge of teaching and learning principles, methods and tools.
- You can lead the development of new standards and procedures in a clear and concise way.
- You have a strong understanding of ROI practices, policy, procedures and standards.
- You can manage curriculum development and build effective learning materials.
- You have working knowledge of information security and confidentiality guidelines/policies.
- You are a communicator who can translate complex information into digestible learnings.

Qualifications

- Degree/diploma in education, supplemented by experience in adult education and curriculum development.
- 5 years experience, including significant experience with Records Management services including ROI processes and systems in health care settings.

Skills Required



**Problem Solve
& Inquire**



**Communicate
& Connect**



**Plan
& Strategize**

Teaching & Training

User Readiness Specialist

Salary range: \$31.80 – \$45.71 hourly (April 2024)

“We create and deliver registration education for both classroom learners and online learners. This role works closely with the Data Quality team. Supporting staff in understanding standards of registration is rewarding.”
– **Stefanie, User Readiness Specialist**



Role Summary

The **User Readiness Specialist** is responsible for organizing and administering a comprehensive range of formalized computer application classes for clinicians across health authorities. They work as part of an expert team that provides support in the areas of client identity management, client registration and scheduling applications.

The User Readiness Specialist is responsible for scheduling and facilitating training sessions. They prepare all necessary documentation and learning materials, and also measure training outcomes to ensure program success.

Is this role for me?

- You have in-depth knowledge of standards for client identity management and data collection.
- You can supervise and train employees, including prioritizing and scheduling work assignments.
- You have an understanding of information security and confidentiality guidelines.
- You can create training materials and translate complex information into digestible learnings.
- You have strong interpersonal and communication skills.
- You can identify and resolve issues while listening to feedback.

Qualifications

- Bachelor's degree or diploma in business administration, management, information technology or information management, with specialized courses in training.
- 2-3 years experience in software implementation project management, including documentation.

Skills Required



**Train
& Facilitate**



**Communicate
& Connect**



**Technical
Expertise**



The Project Management & Business Strategy team, in part, coordinates the launch of new systems.

PROJECT MANAGEMENT & BUSINESS STRATEGY

The team working in Project Management and Business Services takes the lead on coordinating projects involving HIM and our services. They also act as a liaison and resource for partners involved in these projects.

The team helps to oversee the introduction of new application systems, including training, troubleshooting, and monitoring. They analyze processes to look for ways to improve workflows.

Roles include:

- Project Manager
- Senior Business Analyst, Electronic Health Records
- Senior Business Analyst, Strategic Planning & Projects
- Lead, Business Analyst
- Business Analyst
- Coordinator, Customer Service

Project Management & Business Strategy

Project Manager

Salary range: \$45.46 – \$65.35 hourly (April 2024)

"Project management is a team sport. Surround yourself with skilled people and no matter what happens, you will likely succeed."

**– Camille, Project Manager,
Fluency Project – Fraser Health**



Role Summary

The **Project Manager** leads and manages large-scale projects to ensure timelines and budgets are met, as well as overseeing resources. They set the direction of a project and track progress to ensure objectives are reached. The Project Manager works closely with partners at all levels of health organizations and inspire others to achieve goals through strong facilitation and effective communication.

Additionally, the Project Manager oversees a project team and provides leadership and guidance to designated staff and partners involved. They ensure communication about a project reaches all impacted staff, while responding to feedback.

Is this role for me?

- You have comprehensive knowledge of project management concepts, tools and approaches.
- You bring broad knowledge of health care systems and how those systems intersect.
- You excel in written and verbal communication and are a skilled presenter.
- You can build strong working relationships with partners across health organizations.
- You have knowledge of change management and can be a leader in driving change.
- You are a creative problem solver.

Qualifications

- A level of training, education and experience equivalent to a baccalaureate degree in a relevant field.
- 5-7 years recent, related experience, including managing medium to large projects, preferably directly with health care organizations.

Job Qualities



**Communicate
& Connect**



**Problem Solve
& Inquire**



**Organize
& Prioritize**

Project Management & Business Strategy

Senior Business Analyst, EHR

Salary range: \$38.12 – \$54.80 hourly (April 2024)

"My role involves partnering and collaborating with a variety of partners to optimize policies, develop standard operating procedures, and implement data quality controls. Every day is an opportunity to learn new things and make a positive impact in our health care community!"

–Thersa, Senior Business Analyst,
Electronic Health Records (EHR)



Role Summary

The **Senior Business Analyst, Electronic Health Records (EHR)** oversees the corrections of patients' health information in the electronic clinical information system, Cerner. This role is rooted in collaboration and involves building partnerships across HIM's service areas and with clinicians, informatics teams, and more.

The Senior Business Analyst takes the lead on developing and implementing standard operating procedures and data quality initiatives, while assisting with audit tools. They also ensure partners are aware of changes and impacts of data-related changes.

Is this role for me?

- You have demonstrated knowledge of electronic health records processes, systems, and policy.
- You are a strong leader who can develop and implement new standards and procedures.
- You can clearly communicate complex technical information to partners across organizations, with advanced presentation and written skills.
- You are well-versed in business analysis and project management, with the ability to coach team members and facilitate learning.
- You can plan and analyze multiple technology system projects simultaneously.

Qualifications

- Bachelor's degree in HIM, technology or business administration.
- 5 years of recent, related experience, including 2 years of recent, related experience in a project management and/or supervisory capacity

Job Qualities



**Problem Solve
& Inquire**



**Plan
& Strategize**



**Communicate
& Connect**

Project Management & Business Strategy

Senior Business Analyst, SPP

Salary range: \$38.12 – \$54.80 hourly (April 2024)

“This role provides a lot of great exposure to a variety of projects, complex and small, which makes the day-to-day work exciting and challenging. But knowing the work being done is making an impact is the real benefit.”

**–Hiren, Senior Business Analyst,
Strategic Planning & Projects (SPP)**



Role Summary

The **Senior Business Analyst, Strategic Planning & Projects (SPP)** helps support key projects HIM is involved in through workflow analysis, tracking risks, issues and mitigation, creating documentation, and coordinating team members. They ensure project deliverables are completed on time and on budget.

The Senior Business Analyst, SPP collaborates with partners across health organizations and leads facilitation to address potential barriers to success. They drive communication with all levels of the organization to consult, negotiate and share information. The Senior Business Analyst, SPP also performs data collection and analysis to develop reports, budget modelling and performance metrics.

Is this role for me?

- You harness initiative, vision, independent thinking and creative problem-solving abilities.
- You can create budget/financial models and quickly learn new software and technology.
- You have broad knowledge of health care delivery systems across various settings.
- You can facilitate, persuade and negotiate to reach consensus and resolve conflict.
- You have excellent communication skills.
- You can provide coaching, feedback, and team development, with strong interpersonal skills.

Qualifications

- Bachelor's degree in business administration, health information science or related.
- 5-7 years of recent experience, including 1-2 years in project delivery as a business analyst or project team member.
- Assets: familiarity with project management, business analysis, experience in health care, background in cost & financial modelling

Job Qualities



**Problem Solve
& Inquire**



**Plan
& Strategize**



**Communicate
& Connect**

Project Management & Business Strategy

Lead, Business Analyst

Salary range: \$38.12 – \$54.80 hourly (April 2024)

"I lead a team of dynamic people who have great strengths in attention to detail. The Business Analyst teams support registration and scheduling staff during implementations and sustainment of Cerner and Meditech Expanse, focusing on improving health care for our patients."

– Jackie, former Lead, Business Analyst



Role Summary

The **Lead, Business Analyst**, oversees a team that provides ongoing business process improvement and change management expertise related to application systems used by clinicians at our HIM sites. These systems focus on patient identity management and registration. They work closely with their team and partners to guide the launch of new and enhanced systems, including troubleshooting issues and coordinating testing.

The Lead, Business Analyst acts as a subject matter expert on these system applications and works with partners to streamline processes and implement best practices. In overseeing their team, the Lead, Business Analyst also mentors and coaches staff.

Is this role for me?

- You have a strong background in the policy and standards for client identity management and client registration data collection.
- You have working knowledge of information security and confidentiality guidelines/policies.
- You are familiar with project management techniques, principles and practices.
- You can lead the development and launch of new standards and procedures.
- You can analyze systems to develop creative solutions and pathways.

Qualifications

- Bachelor's degree in HIM or business administration.
- 5 years of recent, related experience, including 2 years in project management or supervisory capacity.

Job Qualities



**Coach
& Mentor**



**Problem Solve
& Inquire**



**Organize
& Prioritize**

Project Management & Business Strategy

Business Analyst

Salary range: \$34.67 – \$49.83 hourly (April 2024)

“One of my favourite parts of this position is the interaction between all the different teams you get to work with. If you are interested in becoming sort of a detective and investigating various situations to pinpoint problems, please consider looking into becoming a Business Analyst.”
– **Kelvin, Business Analyst**



Role Summary

The **Business Analyst** is responsible for coordinating and supporting special projects going on at HIM. They also play a key role in sustainment and ongoing system support work. They work in collaboration with partners across health organizations to meet a project's goals through facilitation, leadership and communication. The Business Analyst troubleshoots issues and resolves potential barriers to success.

They take the lead on communicating goals and project progress with partners, staff and management. The Business Analyst also provides guidance and direction to project team members. They develop education and operational plans to evaluate project outcomes and measure success.

Is this role for me?

- You bring knowledge of project management principles and can coach staff on these skills.
- You harness initiative, vision, independent thinking and creative problem-solving abilities.
- You have strong analytical and evaluative skills.
- You are comfortable learning new software and technology, with the ability to teach and coach.
- You can thoughtfully construct reports and presentations with strong attention to detail.
- You are a connector who can enrich collaborations across health organizations.

Qualifications

- Bachelor's degree in HIM, science, or business administration.
- 3 years of recent, related experience, including management of projects, facilitating and managing consultative processes.
- Understanding of health care systems is an asset.

Job Qualities



**Communicate
& Connect**



**Technical
Expertise**



**Train
& Facilitate**

Project Management & Business Strategy Coordinator, Customer Service

Salary range: \$38.12 – \$54.80 hourly (April 2024)

“In this role, I try to ensure our customers are well supported to provide patient care. One thing I enjoy about my job is problem-solving and being able to resolve the issue at hand.”

– Jocelie, Coordinator, Customer Service



Role Summary

The **Coordinator, Customer Service** is a liaison, resource, and contact person for clinicians, customers and vendors working with HIM's Transcription Services & Health Information Exchange team. They take the lead on resolving operational and administrative issues, while fostering open dialogue and mediating conflicts as required.

They also implement tools to measure customer's satisfaction. The Coordinator facilitates education to users on dictation practice and quality documentation.

Is this role for me?

- You have comprehensive knowledge of Transcription Services tools and delivery.
- You can develop instructional material and feel comfortable facilitating teaching and education.
- You have proven customer service skills, such as problem-solving and conflict resolution.
- You are a relationship builder and coach, with strong communication and interpersonal skills.
- You are quick on your feet and can respond to unexpected events with ease.
- You can adjust to new or unexpected events to guide others in the resolution of conflict issues.

Qualifications

- Bachelor's degree in business administration, HIM, health administration, or related field.
- At least 3–5 years of recent, related experience or an equivalent combination of education, training and experience.

Job Qualities



**Communicate
& Connect**



**Problem Solve
& Inquire**



**Train
& Facilitate**



One of the focuses of the Strategic Planning, Projects & Business Optimization team is data quality/analysis.

DATA ENGINEERING, QUALITY & ANALYSIS

The team working in Data Engineering, Quality & Analysis leverages the vast amount of data that flows through our health information systems for analysis, which is key to monitoring ongoing projects, setting priorities and improving patient care.

The team also helps to correct issues with the quality of data, working closely with clinicians to improve the capture of health information in electronic systems.

Roles include:

- Lead, Data Quality
- Data Engineer
- Data Solutions Specialist
- Business Intelligence Developer
- Quality Assurance Analyst

Teaching & Training

Lead, Data Quality

Salary range: \$38.12 – \$54.80 hourly (April 2024)

"One of the best parts of being a team leader is watching my team succeed, thrive, and develop! Some days can be challenging with multiple urgent issues, but this is what makes my job interesting. It provides me an opportunity to be a forever learner!"

– *Karanbir, Lead, Data Quality*



Role Summary

The **Lead, Data Quality** heads a team that oversees the development, implementation and maintenance of data quality standards and procedures for patient registration. They review procedures, gather feedback, and incorporate best practices to ensure patient registration runs smoothly and effectively.

The Lead, Data Quality is also responsible for providing day-to-day supervision of staff, including coaching and training, conducting performance evaluations, and resolving disciplinary matters. They also act as a subject matter expert on data quality projects by providing feedback and guidance.

Is this role for me?

- You have strong knowledge of client identity and registration processes, systems and policy.
- You can lead the development and implementation of new standards/procedures.
- You have the ability to understand and clearly relate technical information.
- You are a strong communicator, with advanced report writing and presentation skills.
- You can facilitate meetings, motivate staff, and act as a coach and mentor.

Qualifications

- Bachelor's degree in HIM, technology or business administration.
- 5 years of recent, related experience, including 2 years in a project management and/or supervisory capacity.

Skills Required



***Coach
& Mentor***



***Technical
Expertise***



***Problem Solve
& Inquire***

Data Engineering, Quality & Analysis

Data Engineer

Salary range: \$45.46 – \$65.43 hourly (April 2024)

“One of my favourite aspects of being a Data Engineer is the pivotal role we play in transforming raw data into valuable insights. It's incredibly satisfying to take diverse data sources and craft them into a well-structured, efficient data pipeline.”

– Kaylee, Data Engineer



Role Summary

The **Data Engineer** develops and establishes scalable, efficient, automated processes for large scale data analyses, as well as model and report development, validation and implementation by HIM, its business team and key partners. They help create and deploy automated data pre-processing, ETL, and analytics models through the innovative understanding and use of large data sets to support HIM's service areas.

The Data Engineer plays a key role in improving clinical processes and patient outcomes, and informs data-driven decision-making. They support the HIM Data Management Platform and will also stay apprised of current trends and research on all aspects of data engineering and analytics methods.

Is this role for me?

- You have demonstrated strength in data modelling/warehousing, and ETL development.
- You understand methods and techniques in advanced analytics, data mining and statistics.
- You are a proficient coder in at least one modern programming language (Python, Java, etc.).
- You understand data privacy and security, as well as data anonymization and encryption.
- You have strong analytical, critical thinking and evaluation skills you can employ to solve issues.

Qualifications

- A level of education, training and experience equivalent to a master's degree in computer science or related field
- 5 years of recent experience as a data engineer or a related specialty (software developer, business intelligence engineer, data scientist) with a track record of manipulating, processing, and extracting value from large datasets.

Job Qualities



**Technical
Expertise**



**Problem Solve
& Inquire**



**Plan
& Strategize**

Data Engineering, Quality & Analysis

Data Solutions Specialist

Salary range: \$38.12 – \$54.80 hourly (April 2024)

“You can have data without information, but you cannot have information without data. My aim is to translate meaningful information from raw data in the modern cloud environment. Technology is always changing; it’s important to always be a student.”

– Sachin, Data Solutions Specialist



Role Summary

The **Data Solutions Specialist** oversees all data management activities at HIM, implementing scalable, modern and effective business intelligence solutions for use by HIM and our partner health organizations. They support HIM users and leaders through the innovative use and understanding of large data sets, including building dashboards, ETL, and data integration solutions.

The Data Solutions Specialist plays a pivotal role in designing, developing and maintaining HIM’s data infrastructure, including its databases, warehouses and pipelines, in order to support operations, decision-making and strategic planning at HIM.

Is this role for me?

- You can move data across multiple platforms using Microsoft Business Intelligence stack.
- You are proficient in coding using SQL queries and modern programming languages.
- You can design dashboards using visualization tools, such as Power BI.
- You have understanding of data privacy, security, anonymization and encryption.
- You can build and optimize large data pipelines, architectures, data sets and computing tools.
- You have strong analytical, critical thinking, and problem-solving skills.

Qualifications

- Bachelor's degree in computer science, health informatics, computer engineering, or a related field.
- 5 years of recent experience in data modelling, ETL, Microsoft BI tools (SSAS, SSRS, SSIS and Power BI), T-SQL, Azure Data Lake, Data Factory, Azure SQL Database/Synapse Analytics.
 - Cloud certificates related to Azure preferred.

Job Qualities



Technical Expertise



Organize & Prioritize



Problem Solve & Inquire

Data Engineering, Quality & Analysis

Business Intelligence Developer/Analyst

Salary range: \$38.12 – \$54.80 hourly (April 2024)

“My favourite part of the role is transforming raw health care data into actionable insights. It's incredibly rewarding to unlock the potential of data to improve patient care, develop reporting solutions, and drive informed decision-making in the ever-evolving healthcare landscape.”

– Mukul, Business Intelligence Developer/Analyst



Role Summary

The **Business Intelligence (BI) Developer/Analyst** develops ETL (extract, transform and load), reporting, interfacing and other BI or analytical solutions to support the effective use of clinical and operational data by HIM staff and our partners. In particular, they support the HIM Data Management Platform: the process involved in creating, extracting, cleansing, transforming, sharing, protecting, documenting and preserving data.

The BI Developer/Analyst acts as a liaison to information management and information technology departments across health organizations, collaborating with them to resolve system issues and coordinate activities.

Is this role for me?

- You can move data across multiple platforms using Microsoft Business Intelligence stack.
- You have experience using Python or another scripting language.
- You can write T-SQL and have programming experience using C#, VB.net, Java, etc.
- You have hands-on experience in applied machine learning and predictive modelling.
- You have a strong understanding of HIM business processes and transactional systems.

Qualifications

- Bachelor's degree in computer science or related field
- 3 years of recent experience with data modelling, ETL, Microsoft BI tools (SSAS, SSRS, SSIS and Power BI), advanced T-SQL (Microsoft Transact SQL) and analyzing business requirements.
- Experience coordinating and documenting the change management process for complex information systems.

Job Qualities



Technical Expertise



Communicate & Connect



Problem Solve & Inquire

Data Engineering, Quality & Analysis

Quality Assurance Analyst

Salary range: \$31.80 – \$45.71 hourly (April 2024)

“Our team remediates documents in patient charts. I am glad to be in a team that is supportive of one another, sharing knowledge and helping each other out however we can.”

– Kai, Quality Assurance Analyst



Role Summary

The **Quality Assurance Analyst** participates in data quality reviews to maintain and improve the integrity of documents transcribed by clinicians using Front-End Speech Recognition (FESR). They conduct random, daily audits on transcribed documents to provide feedback and recommendations for improved outcomes.

The Quality Assurance Analyst flags and corrects errors and gathers feedback from users to communicate transcription issues. They also participate in establishing and preparing standards, procedures and instructions that contribute to the effectiveness of transcription data quality.

Is this role for me?

- You have thorough knowledge of computerized transcription platforms and software programs.
- You can communicate effectively, both verbally and in writing.
- You have knowledge of transcription standards and policy in a health care setting.
- You can understand and clearly relate technical information and principles of operation.
- You can participate in developing and implementing new processes and procedures.

Qualifications

- Graduation from a certified program in medical transcription or related to health care sciences.
- 3 years of recent experience at an acute care facility.

Job Qualities



**Technical
Expertise**



**Communicate
& Connect**



**Train
& Facilitate**



Andy, Melodie, Monique, Shelley, Sharon, Naomi & Gerald, HIM's Senior Leadership Team, in 2023.

SENIOR & REGIONAL LEADERSHIP

The Senior and Regional Leadership team provides guidance, support, supervision and strategic direction to our entire organization. They represent HIM in meetings and on projects with partners across health organizations.

The Senior and Regional Leadership team also plays a key role in hiring staff, managing budgets, and overseeing outsourced contracts. They are the subject matter experts in their designated areas.

Roles include:

- Senior Executive Director
- Regional Director
- Regional Manager

Senior & Regional Leadership

Senior Executive Director, HIM & PLS

Salary range: \$87.28 – \$130.91 hourly (April 2024)

"HIM is a critical enabler to supporting the patient care journey through our health system. I am grateful to be part of a dedicated, customer-focused team who support our patients and partners during an exciting time of digital health innovation and evolution."

– Naomi, Senior Executive Director, HIM & PLS



Role Summary

HIM's **Senior Executive Director** oversees all of the work across our five service areas and four health organizations, while setting strategic directions and outlining priorities. The Senior Executive Director also leads the management of the organization's budget and resource allocation. They guide HIM through any organizational restructuring and build strong partnerships with both internal and external collaborators across the health care system. The Senior Executive Director oversees outsourced contracting and acts as the subject matter expert for all HIM projects/services. They also oversee Provincial Language Services (PLS).

Is this role for me?

- You have advanced skills in complex problem solving, planning and project management.
- You are a strong communicator with advanced presentation and writing skills.
- You are a motivating, positive leader with effective facilitation skills.
- You have strong knowledge of current health care issues and developing industry trends.
- You can critically assess policy and procedures to affect positive change.
- You are quick on your feet and can respond swiftly to changing priorities.
- You can manage staff and budget resources.

Qualifications

- Master's degree in HIM or a related field.
- At least 15 years of information management leadership experience, including in a large and multi-site organization.

Job Qualities



**Coach
& Mentor**



**Plan
& Strategize**



**Problem Solve
& Inquire**

Senior & Regional Leadership

Regional Director

Salary range: \$72.11 – \$103.65 hourly (April 2024)

“My role oversees the Coding & Informatics Services area, which collects health information data for submission to the Canadian Institute for Health Information (CIHI) and the BC Ministry of Health. The highlight of this role is knowing the data we collect supports hospital decision making, research, and quality improvement that directly impacts patient care!”
– Monique, Regional Director, Coding & Informatics Services



Role Summary

The **Regional Director** (five total) oversees one of HIM's service areas:

- Coding & Informatics Services
- Records Management & Registration Services (two Regional Directors)
- Strategic Planning, Projects & Business Optimization
- Transcription Services & Health Information Exchange

Regional Directors provide leadership to their areas, including oversight of staff, projects, and service delivery. As part of the Senior Leadership Team, Regional Directors help supervise HIM's budget, set strategic priorities, and develop partnerships.

Is this role for me?

- You are a leader experienced in overseeing a large team of staff while managing multiple projects and strategic initiatives.
- You are a collaborator who builds partnerships across health authorities and government levels.
- You are a natural coach and mentor who supports the recruitment and growth of staff.
- You are an expert in your service area and are able to troubleshoot issues as they arise.
- You take a future-oriented approach in shaping the HIM landscape.

Qualifications

- Master's degree in business administration or HIM.
- 10-15 years of experience in a large, multi-site organization, including 5 years in a management role.

Job Qualities



**Coach
& Mentor**



**Plan
& Strategize**



**Problem Solve
& Inquire**

Senior & Regional Leadership

Regional Manager

Salary range: \$45.46 – \$65.35 hourly
or \$54.16 – \$77.86 hourly (April 2024)

"My favourite part of my role is all the opportunities I get to meet and work alongside passionate and dedicated people from all walks of life. This has allowed me to increase my breadth of knowledge and experience across health care. I love being involved in so many diverse, interesting and exciting new initiatives. Every day brings new challenges!"

– Sylvia, Regional Manager, Records Processes & Standards



Role Summary

The **Regional Manager** oversees a team of staff and service delivery at a group of HIM sites or within a specific working portfolio. They support HIM's goals and objectives through leadership and management of staff and budget resources at that group of sites or within that working portfolio. Regional Managers work across all of HIM's service areas and sites to provide guidance and supervision to staff/leaders.

Regional Managers are responsible for building strong working relationships within departments and teams across HIM work sites. They also oversee budgets, resource allocation and hiring of new staff. Additionally, Regional Managers take the lead on launching new projects and overseeing these projects to their completion.

Is this role for me?

- You have strong facilitation and coaching skills, with the ability to motivate staff and partners.
- You are an advanced problem solver and can navigate complicated issues across work sites.
- You are an effective leader who is comfortable providing guidance and support to staff.
- You are innovative and future-thinking, with knowledge of health care trends.
- You can act as the subject matter expert in your service area, providing guidance and feedback.

Qualifications

- Bachelor's degree in health information management.
- 7 years of experience in a large, multi-site organization and 5 years of experience in a management/leadership role.
- Eligible for registration with the Canadian College of Health Information Management (CHIM) preferred.

Job Qualities



**Communicate
& Connect**



**Coach
& Mentor**



**Problem Solve
& Inquire**



The HIM Culture & Communications team poses for a group photo on a team building day in 2021.

CORPORATE SERVICES & ADMINISTRATION

The team working in Corporate Services and Administration helps to support HIM Leaders and staff through communication, change management, and organizational support.

They keep staff informed and updated of changes and new initiatives, plan and coordinate events and workshops for staff, oversee scheduling and payroll, and manage HIM's intranet and external website.

Roles include:

- Specialist, Change & Communications
- Coordinator, Culture & Communications
- Executive Assistant
- Administrative Assistant

Corporate Services & Administration Specialist, Change & Communications

Salary range: \$45.46 – \$65.35 hourly (April 2024)

"The highlight of the change management piece of my role is working on special projects or other significant organizational changes, where I help bring the 'HIM people' through the various changes in a positive and supportive way."

– Lynda, former Specialist, Change & Communications



Role Summary

The **Specialist, Change & Communications** provides expertise and guidance in enabling transformational business strategy initiatives, while building HIM capacity and capability for change. The position provides leadership and support to ensure initiatives are aligned with HIM objectives/goals and those of our partners. The Specialist identifies change solutions and guides the planning, implementation and monitoring of solutions. They help facilitate learning, coaching and team development. The Specialist also provides project management and develops partnerships across health organizations. They develop strategic communication plans and help facilitate special events across HIM.

Is this role for me?

- You have demonstrated knowledge of change management methodologies and processes.
- You can consider the interdependence of different systems to formulate solutions.
- You can provide coaching, leadership and team development opportunities.
- You have knowledge of and experience with project management principles.
- You understand team dynamics and are a strong relationship builder.
- You are a well-rounded communicator who can establish the priorities of messaging.

Qualifications

- Education, training and experience equivalent to a master's degree in health or business administration, leadership or organizational development.
- At least 5-7 years of related experience in change management, project management and organizational development.

Job Qualities



**Communicate
& Connect**



**Coach
& Mentor**



**Problem Solve
& Inquire**

Corporate Services & Administration

Coordinator, Culture & Communications

Salary range: \$34.67 – \$49.83 hourly (April 2024)

"HIM is a large and complex organization, which makes my job both challenging and exciting. I love the opportunity to spotlight information that matters to staff, and support a culture where our 1,450 staff feel connected & engaged."
– Matt, Coordinator, Culture & Communications



Role Summary

The **Coordinator, Culture & Communications** enhances the employee experience by fostering an environment of learning and connection, while building employee engagement. They take the lead on the development and delivery of strategic communications plans and materials, including newsletters, articles, presentations and reports.

The Coordinator maintain's HIM's various digital media platforms and ensures key messages are delivered in a clear and concise way. They oversee HIM's brand, online presence, and help to coordinate special events across the organization.

Is this role for me?

- You have fine-tuned written and verbal communication skills, with attention to detail.
- You have strong computer literacy skills, including Microsoft and Adobe suites.
- You are familiar with media and media relations.
- You are comfortable working with SharePoint and social media platforms.
- You have background in social media and graphic design.
- You have knowledge of change management and project management initiatives.
- You are comfortable creating video content and have experience with photography.

Qualifications

- A university degree in a related field, such as communications, journalism, or marketing and advertising.
- At least 3 years of experience in internal or external engagement/organizational communications.
- Additional assets: experience in change management, project management, and health care communications.

Job Qualities



**Communicate
& Connect**



**Plan
& Strategize**



**Technical
Expertise**

Corporate Services & Administration

Executive Assistant

Salary range: \$31.80 – \$45.71 hourly (April 2024)

“What I enjoy most about my position is the variety of tasks I get to work on. It feels like I am learning something new every day.”
– José, Executive Assistant



Role Summary

The **Executive Assistant** supports the Provincial Digital Health & Information Services Chief (PDHIS), Customer & Information Services, who oversees HIM. They act as a confidential liaison and link between the Chief and the HIM Senior Leadership Team, coordinating the flow of information.

The Executive Assistant produces a variety of well-designed documents while identifying issues and areas of improvement in administrative matters. They maintain appointment schedules, set up and coordinate meetings, and arrange for travel plans and accommodation. The Executive Assistant also assists in budget development and monitors expenditures, submits human resources and finance information, and maintains office equipment.

Is this role for me?

- You are adaptable and have proven ability to work in a dynamic and fast-paced environment.
- You have strong time management and organizational skills to prioritize work tasks.
- You are a clear, concise and compelling communicator who can act with diplomacy.
- You can be tact and discrete when preparing and handling confidential/sensitive information.
- You have a strong sense of teamwork and can build working relationships across organizations.

Qualifications

- A level of education, training, and experience equivalent to graduation from a recognized administrative assistant or business administration post-secondary program.
- Between 5–7 years of recent, related experience, including 3 years at a senior level in a large complex organization.
- Bachelor’s degree preferred.

Job Qualities



**Organize
& Prioritize**



**Communicate
& Connect**



**Problem Solve
& Inquire**

Corporate Services & Administration

Administrative Assistant

Salary range: \$29.30 – \$38.45 hourly (April 2024)

I love helping people, learning new things, and forming strong relationships with my colleagues. With this role, I get to do all of those things on a daily basis!"

– Rose, Administrative Assistant



Role Summary

The **Administrative Assistant** works closely with HIM's Senior Executive Director and the Regional Directors to support their day-to-day work. They help to schedule meetings, organize calendars, distribute agendas, take minutes, maintain databases, prepare staff pay statements, and respond to inquiries.

The Administrative Assistant also assists in planning and coordinating special events for staff and processes invoices, arranges travel plans, and ensures the office environment is running smoothly.

Is this role for me?

- You have strong organizational skills.
- You can manage multiple complex projects at once and balance competing priorities.
- You have strong interpersonal skills and can build relationships across health authorities.
- You can handle confidential and sensitive information with both delicacy and discretion.
- You are a problem solver who can develop unique solutions to challenges as they arise.
- You have working knowledge of record keeping and accounting procedures.
- You are well-versed in Microsoft Office programs, including Excel, Word, Outlook, PowerPoint and SharePoint.

Qualifications

- High school diploma.
- Completion of a recognized secretarial program.
- At least 3-5 years of recent, related experience supporting management staff.

Job Qualities



**Organize
& Prioritize**



**Communicate
& Connect**



**Problem Solve
& Inquire**

Thanks for reading!



Questions?

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Want to learn more?

www.himconnect.ca



HIM Job Profiles Guide (Part 2)

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