Department of Health, Immunization Program

Functional Job Description

Immunization Registry Manager

This position is supervisory and territory-wide and is responsible for performing and carrying out technical and consultant support for the registry and program staff within the U.S. Virgin Islands, Department of Health, Immunization Program.

An employee in this class works independently and requires considerable judgment and initiative in determining data processing problems related to specific software. This person acts as a liaison person between the Department of Health, Health Information Technology (HIT) and the Registry Contractor (GSA Contract).

This employee reports to the Program Director and/or Administrator and works closely with the Registry Coordinator. This employee will be responsible for, but not limited to the following job duties within the Immunization Program:

1. Provide on-site technical support for computer systems users
2. Maintain network hardware and software
3. Analyze problems and monitor the network to ensure availability to the system users
4. Responsible for efficient use of the network
5. Monitor and adjust performance of existing network
6. Continue to survey the current computer sites to determine future network needs
7. Troubleshoot problems as reported by users and automated network monitoring systems
8. Make recommendations for enhancements in the construction of future servers and networks
9. Maintain network security
10. Protect information systems from potential intruders
11. Perform other related job duties as it relates to the Immunization Program
    a. Provide technical assistance and train support staff, where needed, in the use of the Registry, during outreaches, campaigns, etc
    b. Become familiar with other software and upgrades of the Immunization Program (territorially) as needed

c. Provide technical support and consultant services to the Registry staff and all other Immunization Program staff

d. Attend the National Immunization Conference to gain information from CDC on the new mandates, guidelines, and goals for the Registry

e. Travel within the Virgin Islands to manage the computer systems

f. Provide training to key personnel (HIT Director, BT Director & BIT Director) on other related Registry software

g. Coordinate with the Registry Coordinator with training schedules on the navigation of other Registry software

h. Attend all required trainings, meetings, conference calls, conferences, etc on new developments for the VI IIS Registry

i. Maintain the server that sustains the VACMAN software

j. Maintain network servers (Primary Web Server, Development Web Server, Data Server, File and Printer Servers and Back-up servers)

IMMUNIZATION REGISTRY MANAGER

DEFINITION

This position is a supervisory position that will oversee the implementation, monitoring and maintenance of the Immunization Registry for the Virgin Islands Territory. The employee will assist and work in collaboration with Center for Disease Control (CDC), the Registry Contractor, the Information Technology (IT) team: Department of Health, Health Information Technology (HIT) and Bureau of Information Technology (BIT)) and other key personnel in the planning and development of the Virgin Islands Information Registry System **(VIIRS)** functionality, reporting needs and requirements.

Daily supervision is performed under the direction of the Program Manager/Territorial Director or Administrator of the Immunization Program. Work is performed in offices where there is minimal exposure to environmental hazards. Work requires minimal physical exertion.

DUTIES (NOT ALL INCLUSIVE)

Supervises and coordinates the activities of subordinate personnel in order to provide required services and ensure optimum efficiency and accuracy and makes request of staff personnel to determine their operating needs.

Develops and updates the Virgin Islands Immunization Registry System (VIIRS) Business Plan annually to include accounting related and record keeping functions for the registry and assist with programmatic functions as needed. Processes requisitions for approval for the registry and administrative and checks with the Accountant to confirm the accuracy of balances.

Assists with the development of contractual services to venders on the scope of work needed for system upgrades and enhancement of the VIIRS;

Works with the Immunization Registry vendor and the Registry IT Administrator on the upgrades and system enhancements of the VIIRS.

Determines and assesses the needs for staff training on the VIIRS.

Works in collaboration with the Registry IT Administrator to provide comprehensive on-site training to all immunization staff and all authorized stakeholders on the functionality, upgrades and enhancement of **the VIIRS.**

Assists, supervises and conducts reviews on the immunization surveys and campaigns using recommended program software.

Works in collaboration with the Registry IT Administrator to carryout system security administration functions, including creating users profiles and accounts for the immunization program staff.

Oversees the utilization of a centralized, multi-user, multi-source system for the collection and retrieval of immunization histories of children who reside in the Virgin Islands.

Oversees the collection **and** processing of Immunization data that maximizes validity, availability and utilization of information that is entered into the centralized registry database.

Coordinates program operation between the Virgin Islands Health Department, other agencies and divisions, program sub-contractors, participating healthcare providers and other registry partners.

Recruits and supports healthcare providers as active participants in the Immunization Registry program.

Consults with healthcare providers regarding program function and assists with resolving problems to ensure maximum participation and effectiveness of program.

Oversees and ensures that compliance with CDC's guidelines governing Immunization Registries are being carried out.

Maintains computer equipment inventory within the Immunization Program.

Works in collaboration with the Registry IT Administrator to provide staff support in areas such as data and basic computer management and to provide on-site technical support on matters related to computer problems and data processing applications.

Assists in personnel matters, which includes conducting job interviews for registry full-time and part-time employees to ensure registry data has been entered and kept up-to-date.

Prepares employees evaluations on a quarterly and annual basis for all registry employees, salary changes, promotions, disciplinary actions, performance ratings and approval of leave.

Works in collaboration with the Registry IT Administrator to ensure the installation of new office software upgrades and installation of new hardware equipment.

Works in collaboration with the Registry IT Administrator to ensure installation of government connectivity for Internet services and government e-mail accounts within the Immunization Program and to ensure each computer system is operational and functional.

Works in collaboration with the Registry IT Administrator to ensure back-ups (daily, monthly, semiannual, annual) of immunization data stored in the VIIRS database have been completed and are stored on-site and at an off-site location in the event of disasters.

Manages the program's web-based registry system by ensuring Immunization data from all registry partners are being populated in the VIIRS for the Virgin Islands Territory and monitors for accuracy and completeness of the inputted data.

Works in collaboration with the Registry IT Administrator to ensure master de-duplication processes are ran quarterly.

Works in collaboration with the Registry Contractor, the Registry IT Administrator and with the registry partners/stakeholders to determine linkage capability between existing EHR systems and the VIIRS Partners/Stakeholders such as Vital Records and Statistics, Hospital Nurseries, WIC, private practices and other related partners will be assessed.

Travels to the mainland to attend mandatory meetings and required trainings needed for the Immunization Registry. Travels inter-island to conduct registry meetings, assists in programmatic or departmental meetings/trainings, and in the preparation of annual Territorial meetings, conferences, etc.

Ensures Health Insurance Portability and Accountability Act (HIPAA) compliance and administrative procedures in registry activities and data management has been carried out and registry documentation for

registry users and access have been developed (such as confidentiality agreements, user agreements, etc.); signed and secured in appropriate file cabinets and ensures that the maintenance of registry files/data are kept in compliance with HIPAA.

Generates statistical and narrative reports to local, State and Federal governing agencies, funding organizations and healthcare providers, as needed.

Generates routine reports to monthly registry progress reports on populating data into the VIIRS and submits this report to his/her immediate supervisor who obtains data on children, adolescents and adults, as needed.

Assists in the development, preparation and submittal of all required program applications, business plans, etc. needed for funding purposes.

Attends and participates in related outreaches as required and requested.

Conducts presentations at outreaches, special initiatives, internal and external meetings, and to other related functions as needed.

Performs other related duties as assigned.

FACTOR 1 — KNOWLEDGE REQUIRED OF THE POSITION

Knowledge and skills in the use and operation of a PC Workstation, laptop computer, typewriter, calculator and other operational equipment and knowledge in the operation of Microsoft Office Word and Microsoft Excel.

Knowledge of bookkeeping, budgeting and financial reporting.

Knowledge in organizational skills to perform work assigned.

Knowledgeable of ITS rules and regulations, policies and procedures as well as federal purchases and acquisitions of services, equipment and materials.

Ability to deal with figures, and to perform detail work involving written and numerical data and to make arithmetical calculations rapidly and accurately.

Ability to communicate accurate, clear and concise information to your colleagues and vendors.

Ability to maintain the level of confidentiality and trust with all information gathered in accordance with Health Insurance Portability and Accountability Act (J-IIPAA) laws and practices.

Ability to read, write and comprehend written and/or verbal instructions.

Ability to multitask, such as sorting, analyzing, filing of registry documentation, and/or reports, etc.

Ability to prepare comprehensive activity reports of agency functions.

Ability to carry out required policies and procedures.

Ability to interpret and understand procedures and general IIS Registry rules and policies.

Ability to recognize deficiencies in the VIIRS, immunization data documents and reports

Ability to establish and maintain healthy and professional working relationships with all persons in the workplace and external parties you come in contact with

FACTOR 2 — SUPERVISORY CONTROL

Work is performed under the direct supervision of the Program Director and/or Administrator. In some cases, work is routine, however the supervisor may provide general supervision and management objectives. The work is perfonned independently and generally takes action, keeping the supervisor informed. Special assignments are given and are reviewed upon completion. Completed work is reviewed for overall effectiveness and contribution to management goals.

FACTOR 3 — GUIDELINES

Guidelines include: Immunization Program Operations Manual (IPOM); the Department of Health policies and procedures; the Immunization Program policies and procedures; the Government Employee Handbook; and other federal guidelines that may apply to the mandates of the Notice of Grant Award.

FACTOR 4 — COMPLEXITY

Work involves planning and coordinating immunization registry detailed work, checking documents for purchases and to ensure that all guidelines and procedures are followed. It also involves managing some administrative matters.

FACTOR 5 — SCOPE AND EFFECT

The purpose of this work is to oversee, manage and maintain the immunization registry and work in collaboration with the Registry Contractor, IT Network Administrator, the IT Team as well as the Accountant on accounting functions for the IIS registry.

FACTOR 6 — PERSONAL CONTACTS

Personal contacts are made with vendors, program staff, and other DOH employees.

FACTOR 7 — PURPOSE OF CONTACT

The purpose of contact is to obtain, provide or verify data and information or exchange information relative to documents

FACTOR 8 — PHYSICAL DEMANDS

The position is primarily sedentary and no unusual physical demands are required. Some walking, bending, and stacking of supplies may be required.

FACTOR 9 — WORK ENVIRONMENT

Work is performed in an air-conditioned office with the appropriate tools to perform the activities.

MINIMUM QUALIFICATIONS

BA Degree in Computer Science or Computer Application with five (5) years of supervising, overseeing and monitoring registry activities to include fiscal responsibilities.

OR

An AA Degree in Computer Science or Computer Application with seven (7) years of supervising, overseeing and monitoring registry activities three (3) years' experience in fiscal responsibilities.

OR

High School Diploma or its equivalent with nine (9) years' experience in computer application; overseeing and monitoring of registry activities and five (5) years' experience in fiscal responsibilities.

SPECIAL NECESSARY QUALIFICATIONS

Must be able to overnight travel as may be required for mandatory meetings, trainings, conferences, outreach activities and all other related activities.

DATE: IQW$_t$\Vz.

APPROVED: Cheryl E. George
DIRECTOR