Role title: Clinical Terminologist
Location: US/UK based

Clinithink

Purpose and Definition

As a growing company, Clinithink develops innovative products and solutions in the areas of Life Sciences and Healthcare, for both providers and payers. Our market leading clinical natural language processing (CNLP) software solution is used to solve important business problems in clinical research, population health, and predictive analytics.

We are a growing company and are looking for qualified, motivated people wanting to join our fast paced, innovative environment.

This role reports to the Senior Clinical Terminologist and will join a small but dedicated team with team members working in the US and the UK. The role requires excellent interpersonal skills and an ability to work as a team but also to demonstrate initiative when working alone.

The primary responsibility of the Clinical Terminologist is to support both internal and external demands for the development, maintenance and management of the clinical content and the associated tools. The role demands a keen eye on detail, quality, accuracy and repeatability. Where assigned work includes customer or partner interaction the post holder is responsible for building and maintaining strong relationships, providing clear and concise information in a timely manner.

Responsibilities

- To engage with customers and partners to understand their business challenges, where the processing of unstructured data may help; and applying that knowledge to their project
- To understand, support and articulate all aspects of both the clinical content deployed in the software and any of the associated tools used in its deployment or operability.
- To author clinical queries, following good practice guidelines, to meet the needs of the customer/partner and the project
- To undertake analysis of clinical databases using queries and to clearly articulate the outcome in both written and verbal forms
- To understand and apply the correct use of the SNOMED-CT terminology including both pre-coordinated terms and post-coordinated expressions.
- To develop, maintain, and update config files that control the language processing software.
- Working with the product team to actively design, develop and test the solution
- Maintain clinical safety and standards compliance
- Take part in all aspects of the deployment lifecycle from sales support, project planning and customer implementation, training and go live support (onsite and offsite)
- Develop and maintain appropriate documentation including training materials
- Deliver remote training sessions to customers/partners
- Provision of Out of Hours/On Call Service as required by the Business
- Travel to customer/partner sites (domestic and international) as required by the Business.

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Essential Experience

- A 4-year degree or industry recognised equivalent in healthcare / health informatics, or significant experience working closely with clinical terminologies, primarily SNOMED CT
- Five years or more experience working in a healthcare environment with a broad exposure to detailed clinical documentation across a wide variety of inpatient and outpatient specialties
- Four years or more experience working in an inpatient clinical coding or clinical documentation improvement department, or equivalent
- Solid understanding of the uses of clinical data for statistical, clinical and financial purposes
- Previous experience interpreting and presenting back-end data analysis using various tools

Desirable Experience

- Experience of working in different areas of the health informatics industry including product development, deployment, user training and support
- Knowledge through application of SNOMED CT including both pre-coordinated terms and post-coordinated expressions
- Understanding of Boolean logic
- Experience working remotely both in customer interaction as well as internal team interaction
- Experience using natural language processing or other data mining tools
- Experience in customer facing roles where customer communication played a significant part
- High level of general business skills
- Proficient in the use of Microsoft Office
- Experience working across multiple time zones

Interpersonal Skills

- Keen attention to detail and strong drive for results, can be counted on to exceed goals
- Creative and innovative in the application of technology to solve business problems
- Able to operate as part of a team or on own initiative requiring minimal supervision or assistance. Able to collaborate with staff at all levels
- Creative problem solving, analytical and research skills with a capability to resolve issues quickly, completely and effectively
- Strong communication skills, both written and verbal
- Able to multi-task and remain organised in a dynamic work environment with multiple parallel tasks and activities in progress at different stages of the lifecycle whilst still working within tight deadlines/turnaround times
- Able to convey technical subject matter to non-technical audiences including senior management and customers
- Strong work ethic and capable of assuming responsibility for getting the job done
- Adaptable/flexible to changing demands