

## Position: MilkTracker PRN Clinical Specialist

As a Clinical Trainer and Go-Live Support Specialist for MilkTracker, you will be responsible for delivering comprehensive on-site training to healthcare professionals and providing at-the-elbow support during partner go-lives. Your role ensures a seamless transition for hospital partners by equipping their teams with the necessary skills and knowledge to effectively utilize the MilkTracker application. Through collaboration with clinical and technical teams, you will drive positive change, enhance user adoption, and support ongoing improvements in feeding management practices.

### Key Responsibilities:

- **Clinical Expertise:** Leverage a deep understanding of feeding management practices, preparation techniques, and clinical workflows to inform implementation, training, and software enhancements.
- **Training and Education:** Develop and deliver tailored training programs for various healthcare professionals, including lactation consultants, nurses, physicians, milk technicians, and dietitians. Conduct both on-site and remote training sessions while customizing materials to meet hospital-specific needs.
- **Go-Live Support:** Coordinate go-live schedules with implementation teams and provide on-site support to ensure a smooth transition. Address real-time user questions, concerns, and technical issues while escalating unresolved matters for prompt resolution.
- **Partner Relationship Management:** Build strong relationships with key stakeholders, including clinicians, administrators, and IT personnel. Understand their unique needs, provide personalized support, and gather feedback to enhance training programs and software functionality.
- **Positive Change Management:** Work closely with clinical and technical leaders to advocate for evidence-based practices and innovative solutions that improve feeding management and patient safety.
- **Cross-functional Collaboration:** Partner with project management, product development, technical analysts, and customer support teams to ensure a cohesive implementation experience.
- **Ongoing Education:** Maintain expertise in the MilkTracker application, staying up to date on new features and updates to ensure accurate and effective training for hospital partners.

### Expectations

- Commitment to a minimum of 3 deployments per quarter.
- Deployment commitments typically span a duration of 3 to 4 consecutive days, occasionally necessitating travel either the day prior to or following the deployment period.
- This position requires a 90% travel commitment during deployments.
- Ability to participate in relevant meetings remotely before deployment.

- Confirmation of travel dates will be provided 2-4 weeks in advance.
- A notice period of 1-2 weeks will be given in the event of deployment cancellation when the trainer's services are not required.

*Notice: Deployments are contingent upon need and not guaranteed.*

#### Reports To:

This position reports to the MilkTracker Operations Manager.

AngelEye Health, Inc. offers you:

- A growth-oriented team environment where your strengths are highly valued
- Opportunities to expand your technical skills and knowledge with on-the-job learning/training opportunities

#### Company Mission Statement:

Equipping care teams and empowering families of neonatal and pediatric patients to improve outcomes.

#### Values and Core Beliefs:

- Patients and their families first; Hospital Partners a close second; Our Team and their families make it all happen.
- Curiously innovate; Failure isn't fatal, and success isn't final.
- Execute the basics at a PhD level.
- Create and Maintain a Sense of Urgency!
- Effective communication is key!
- Transparency and Honesty in everything we do.