



Region 9 Healthcare Coalition Communications Specialist

Health Program Specialist 1 – Project

1101 West College Avenue • Spokane, WA 99201-2095 (phone) 509.324.1506 • (fax) 509.324.3604 • (TTY) 509.324.1464

**Spokane Regional Health District is a "Tobacco Free" Workplace*

*An Equal Opportunity, ADA Compliant Employer
Veterans and persons of disability encouraged to apply*

EMPLOYMENT BULLETIN: JOB #17-34

OPENS: May 12, 2017

DIVISION: Disease Prevention and Response

SCHEDULE: Full Time (40 hr./wk.)

This registry may also be used for any additional HPS1 positions with similar qualifications which may occur in the next 6 months. This project position is part of a multi-year initiative that is currently funded through June 30, 2018.

SALARY RANGE: \$3591.42 – 4583.70 per month. This is the full salary range for the position.

(not including longevity pay). Starting salary will normally be \$3591.42/mo. Position includes a generous benefits package.

REQUIRED APPLICATION DOCUMENTS (incomplete applications or those missing required documents may not be considered):

- Fully Completed SRHD Application
- Background check form
- Cover Letter
- Resume

POSITION DESCRIPTION:

- This position will facilitate communication and information sharing efforts among healthcare partners, public health, emergency management and emergency medical services to provide for an effective response to any type of incident affecting healthcare delivery in Spokane County and the surrounding 9 counties and 3 tribes of eastern Washington. Promote partner engagement by providing timely, consistent, and relevant touch point outreach and communication.
- Enhance communication efforts through management of channels such as website, social media, print materials, newsletters, reports, surveys and other outreach opportunities identified. Responsible for content creation, curation and dissemination activities.
- Facilitate information sharing amongst partners prior to emergency events to facilitate learning and identification of best practice.
- Facilitate information sharing during emergency incidents to develop a common operating picture and improve situational awareness.

MINIMUM QUALIFICATIONS:

Required Education
• Bachelor’s Degree in Communications, Public Health or healthcare related degree, Health Promotion, Organizational Development, Project Management, Public Relations or related field
Experience
• Two years of directly related experience; a master’s degree can substitute for 1 year of experience.
Required Licensure/Certification
• Valid motor vehicle license and current auto insurance or access to transportation on a daily basis.

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Knowledge Skills and Abilities

Knowledge of:

- Principles of communication
- Project implementation and evaluation methods
- Project management and quality planning processes
- Community organizations
- Microsoft Office products such as Word, Excel and Office 365. Experience with SharePoint preferred

Skills and Abilities:

- Demonstrated ability to plan, implement, and evaluate projects, independently
- Demonstrated ability to build and foster collaborative relationships across a wide range of organizational levels and disciplines
- Demonstrated project management skills with the ability to handle multiple projects simultaneously and prioritize effectively with competing deadlines and time constraints
- Demonstrated ability to build and maintain good working relationships with staff, stakeholders, and partners; facilitate teams; and work closely with internal and external leaderships regarding project development and implementation
- Excellent written and oral communication skills
- Exceptional customer service skills to be able to identify and meet customer need
- Ability to prepare and conduct presentation in front of large groups and audiences
- Ability to learn the web-based virtual meeting spaces, such as GoToMeeting, Skype, etc.
- Website content management skills
- Social media utilization via a communication plan

For a detailed position description and application form, visit us at www.srhd.org or contact the office of Human Resource Services by mail or phone. Please see reverse side for additional application information.

This position is represented by Professional and Technical Employees union.

MAJOR RESPONSIBILITIES:

Region 9 Healthcare Coalition (R9 HCC) Communications:

- Serve as R9 HCC point of contact to the community for coalition information and resources
- Maintain contact and distribution lists
- Consistently engage partners through email, website, social media, print materials, newsletters, reports, surveys, etc.
- Lead R9 HCC website migration to new platform
- Maintain and enhance R9 HCC website with new materials, events, etc.
- Creation and distribution of R9 HCC newsletters and bulletins
- Creation of R9 HCC surveys and reports to collect, analyze, synthesize and summarize data
- Curate R9 HCC content between all communication channels including R9 HCC meetings or other opportunities to facilitate communication between agencies
- Develop a written R9 HCC communications plan

Information management:

- Manage Essential Elements of Information (EEI) response process to develop a common operating picture and situational awareness amongst R9 HCC partners
- Identify information required for specific response and adapt tool to meet the needs of the incident
- Review information sharing processes during response to identify gaps and areas for improvement and revise system or process to address those areas
- Manage distribution lists, keeping partner contact information updated

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WATrac (hospital bed tracking and facility status system)

- Promote the use of WATrac by R9 HCC partners
- Provide partner training on the use of WATrac
- Conduct routine tests of system and analyze reports to identify improvement items
- Analyze WATrac alerts to identify areas for improvement to the process and write after action reports
- Manage partner accounts and provide technical assistance as needed

Participate in exercises and response

- Work with R9 HCC staff and partners to support and coordinate response to any incident affecting the delivery of health care services in R9.
- Duties may include representing R9 HCC at Emergency Coordination/Operation Centers to identify the health care associated needs of those affected by the incident, working with partners to coordinate response activities to meet the needs identified, manage resource requests, information collection and distribution to create a common operating picture for all response agencies involved. Participate in partner exercises through planning, evaluation, control, or observation roles.
- Participate in after action reviews and identification of improvement plan items

Program and agency responsibilities

- Complete assigned deliverables using the Work Plan for documentation and contribute to grant required progress reports, as directed by the Program Manager.
- Participate in agency Quality Improvement processes including program level data collection, logic models, process improvement projects, and Public Health Standards and Accreditation activities.
- Participate in trainings to benefit individual knowledge and skills and improve communication efforts
- Complete other duties as assigned

ENVIRONMENTAL FACTORS:

- Indoors, sedentary with up to 4-6 hours/day sitting or standing
- Up to 4-6 hours/day keyboarding or typing at a computer terminal
- Communication skills to interact effectively with people
- Comprehend and process verbal communication
- Visual acuity to read small print
- Ability to discern colors
- Ability to bend, twist, stoop on an occasional basis
- Ability to lift or carry up to 25 pounds on a n occasional basis
- Ability to operate a vehicle or otherwise access multiple sites in a timely manner

The work environment characteristics described above are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

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