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SouthEast Texas Regional Advisory Council (Trauma Service Area Q)

Austin, Colorado, Fort Bend, Harris, Matagorda, Montgomery, Walker, Waller and Wharton Counties

Position Description – Clinical and Operations Specialist

The Clinical and Operations Specialist will report to the Director Emergency Healthcare Systems and serve as support for the continued implementation and improvement of assigned regional clinical initiatives related to Trauma, Stroke, Cardiac, Injury Prevention, Perinatal, Pediatrics and EMS systems of care. The Clinical and Operations Specialist will support the Director with planning and logistics related to meeting locations, community events, invites, trainings, presentations, agendas, and minutes.

PRIMARY RESPONSIBILITIES:

- Participate in planning, coordinating, implementing, and evaluating clinical initiatives
- Organize and coordinate meetings, workshops, and educational seminars related to clinical focuses.
- Organize and maintain paper and electronic filing systems.
- Prepare and ensure minutes, agendas and logistical support of meetings are provided in a timely manner
- Coordinate, arrange and/or provide support for education, community events, training events and meetings
- Support and assist participating members of SETRAC in submission of regional data
- Support and facilitate committees and SETRAC in accomplishing RAC Rules as established by Department of State Health Services
- Prioritize and manage multiple projects simultaneously and follow through on issues in a timely manner.
- Ability to analyze datasets for assigned clinical focus areas
- Exercise independent judgment in making day to day decisions with minimal supervision.
- Maintain a high degree of professionalism.
- Perform other duties as assigned.

QUALIFICATIONS:

- Knowledge of:
 - General business practices, meeting facilitation and operational organizational skills
 - Administrative functions for program implementation and support functions
 - Microsoft applications
 - NIMS and the Incident Command Structure
 - Database, presentation and spreadsheet software including Microsoft Access, PowerPoint, and Excel
- Ability to:
 - Interact and communicate with internal and external contacts (at all levels)
 - Manage multiple, diverse, and time-sensitive tasks with minimal supervision
 - Be flexible, proactive, resourceful, and efficient
 - Carry out responsibilities with a high level of professionalism
 - Handle confidential information in an appropriate manner
 - Communicate effectively, both in writing and verbally
 - Make decisions related to administrative processes and organize activities effectively
 - Work overtime, overnight, and on weekends during emergencies and disasters
 - Work under pressure for extended periods of time

TRAINING AND EXPERIENCE:

- High School Diploma or GED required. Some college or Associates Degree preferred.
- Two years of administrative or program management experience preferred.
- Must possess a current, valid Texas driver's license or be able to obtain one within 30 days of hire.
- Experience with trauma registry and data management preferred.

PERFORMANCE RESPONSIBILITIES:

- Essential Functions (All employees):
 - Present a positive image of the organization by a neat and professional appearance.
 - Maintain organization and member confidentiality.
 - Contribute to and participate in team and individual efforts to improve the quality of services.
 - Show initiative and judgment in controlling the utilization of resources.
 - Adhere to acceptable standards of business ethics and integrity, and comply with all federal, state and local laws, rules, and regulations in all aspects of business.
 - Must discuss with all supervised personnel the compliance policies and legal requirements pertaining to the organization.

CODE OF CONDUCT:

Employee follows a SETRAC Personnel Policies of work-related rules intended to guide employees to the highest standards of business ethics/compliance that include, but are not limited to, the following:

- Legal Compliance: comply with federal/state laws and regulatory guidance.
- Business Ethics: accurately & honestly represent SETRAC and not defraud anyone of money, property, or service.
- Confidentiality: protect confidential information.
- Conflict of Interest: do not use position to profit personally.
- Business Relationships: business transactions are free from offers or solicitation of gifts/favors.
- Protection of Assets: preserve assets by using resources prudently and effectively.

SERVICE EXCELLENCE CRITERIA:

- Shows courtesy, compassion, and respect.
- Communicates with all customers appropriately.
- Contributes to teamwork and harmonious working relationships.
- Supports and demonstrates continuous improvement of quality and service.
- Shares ideas and suggestions.
- Participates in projects.
- Reports problems/unusual events appropriately.
- Participates in problem solving.
- Demonstrates behavior that promotes professionalism and self-development.
- Participates in educational programs/seminars.
- Promotes cost consciousness.
- Displays professional appearance.
- Promotes professional environment, including emphasis on cleanliness and safety.

TYPICAL PHYSICAL DEMANDS:

Works in multiple environments. Must possess physical and mental health to meet the demands of the position. Must be able to travel and participate in various conferences, and regional exercises, the Catastrophic Medical Operations Center, and appropriate meetings related to state and regional emergency management activities. Must be able to serve for extended periods of time, with high stress loads, in the Catastrophic Medical Operations Center.

JOB RELATIONS:

Accountable to: Director Emergency Healthcare Systems
Supervisor of: None