



Response Operations Coordinator

Who We Are:

The Northwest Healthcare Response Network (NWHRN) has a unique and vital role in disaster planning, response, and recovery: We lead and coordinate a **coalition** of independent healthcare organizations, public health leaders and emergency response partners to ensure Washington's communities can receive needed healthcare services during emergencies and disasters. This is the heart of our nonprofit mission during any kind of crisis. Our goal is that every patient gets the care they need when disasters strike.

We are a local and national leader on multi-hazard healthcare preparedness and response and multi-sector engagement. Our **expertise** centers on developing the relationships, plans and capabilities that are at the core of a coordinated emergency response. Our **approach** to disaster planning and response relies on **both art and science**. We leverage expertise, collaboration, partnerships, innovation, and accountability to identify novel approaches to multisector challenges and implement solutions.

We achieve our goals through a commitment to teamwork, collaboration, individual accountability, remaining agile, a dedication to customer service and taking initiative to work through obstacles. We believe in the philosophy and ethos of "We not Me." We seek to foster and maintain a culture of mutual support, growth, and working towards the common good to realize our mission, both internally and externally.

Who You Are:

Our future Response Operations Coordinator is excited to join a team focused on helping ensure patients get care in disasters through coordination, collaboration and readiness with our healthcare and emergency response partners. They are excited to serve as the human resource expert in a small growing non-profit organization.

Our ideal candidate is passionate about our mission and shares our philosophy on organizational culture and approach. They have a high degree of integrity and demonstrate professionalism and personal accountability. They enjoy working with a team and partners who bring diverse backgrounds and skill sets and believe our best outcomes are achieved by working together. They are comfortable with being nimble in a small organization. They are conscientious and mindful of how their actions affect others.

They approach their work by seeking to understand the needs and objectives of others, which then informs how they achieve their objectives. They maintain a growth mindset and are committed to continuous improvement. They seek and provide feedback, and they adapt their approach and expectations accordingly both within the team and with our partners.

Does this sound like you?

Join our skilled, mission-driven, and professional team!



Job Summary:

The Response Operations Coordinator will work on continuity and improvement to NWHRN's response capabilities, focusing on preparedness activities related to NWHRN's response. This role will engage and work closely with external partners, such as healthcare organizations, public health, emergency management and EMS, to ensure that NWHRN's capabilities align with their response needs. This position ensures internal and external coordination of emergency response policies and plans by working closely with planning, preparedness, training and other internal coordination efforts across Washington State.

This position also serves as the secondary administrator of the WATrac online system with an emphasis on training and coordinating tactical implementation within healthcare to ensure effective use of a critical system for healthcare resource tracking, coordination and alerting. This position helps coordinate NWHRN's ongoing situational awareness and information sharing (EEI) initiatives. It works closely with healthcare organizations, public health agencies, emergency management departments, emergency medical services, in collaboration with NWHRN staff, volunteers and other partner organizations. This position also takes an active role in response operations.

Location: **Candidates must live in Central or Eastern Washington State.**

Reports to: Response Operations Manager.

Examples of Duties

1. Response Operations

- Develop, update and maintain NWHRN emergency response policies and plans.
- Ensure internal response plans align with the base plan as well as training and exercise requirements and opportunities.
- Lead NWHRN's work to align NWHRN response plans, SOPS and best practices with the needs of our community partners.
- Maintain and update NWHRN response resources including the response operations SharePoint site and response operations documents.
- Support the continued development and implementation of the Alert Media system.
- Assist with development of a training plan on information and communication systems and integrate with the Regional Training and Exercise Plan.
- Work with NWHRN staff to test relevant information and communication systems and processes to identify, collect and share Essential Elements of Information (EEI).

2. WATrac System Administration

- Manages accounts and provides technical assistance to all users.
- Work closely with WATrac and EEI Program Coordinator and the Washington State Department of Health (DOH) to support the administration of WATrac statewide and support the technical aspects of the system.
- Work with DOH and the SW Washington Alliance to develop statewide consistency and standardization in information management.
- Co-Lead the oversight and management of the WATrac Advisory Committee.
- Develop strategies for implementation of WATrac policy and procedures.
- During system outages, authorized to work with DOH and the software vendor to restore functionality.
- Maintain WATrac Standards of Use



- Interpret software updates for end users; beta-test system changes and provide guidance to agencies due to system updates.
- Develop training materials for WATrac and other information collection and sharing tools for response.
- Provide virtual trainings on WATrac modules with an emphasis on catchments across the Eastern Washington region.
- Serve as a subject matter expert on WATrac and EEI tools.
- Provide support to the WATrac WA State Steering Committee Support WATrac strategic planning efforts and develop implementation strategies to ensure success.

3. Planning and Situational Awareness

- Support and leadership for state-wide situational awareness monitoring and reporting.
- Update and dissemination of situational awareness products
- Provide reports internally and externally on statistics and system usage to inform situational awareness, strategic planning and policies.
- Coordinate with State and Federal partners as necessary to update current situational awareness products, tools and strategies and on the development of new products or tools as needed

4. NWHRN emergency response activities

- Serve as NWHRN Duty Officer on a scheduled rotating basis. Duty Officer requires 24/7 monitoring of duty line and responding as appropriate.
- Maintain readiness and qualifications to act as a member of NWHRN response team to support healthcare and response partners. All members of NWHRN are expected to support response staffing and/or deployment within the state of Washington as requested.

Education and/or experience requirement:

Bachelor's degree in related field + 2-3 years related experience OR Minimum 4 years related experience preferred; candidates with strong qualifications but fewer years of experience will be considered.

Qualifications and Skills:

- Demonstrated experience writing and developing plans, policies, procedures, etc. related to emergency preparedness and response.
- Knowledge of emergency management principles and incident command structure.
- Familiarity with hospitals and healthcare organizations and public health system response in WA State desired.
- Experience using and managing web-based software systems and tracking tools.
- Demonstrated personal project management skills with the ability to handle multiple initiatives and prioritize effectively.
- Ability to clearly communicate complex and technical information to a non-technical audience.
- Ability to build and maintain good working relationships with staff, stakeholders, and partners.
- Excellent verbal and written communication skills.
- Excellent organizational skills and attention to detail.
- Critical thinking skills and creative problem solver.
- Must be able to work independently with minimal supervision.
- Must be proficient in Microsoft Excel.
- Proficient with Microsoft Office 365 suite of software.



Key Performance Indicators – Foundational Attributes to Our Success

The following are performance measures that are foundational to every role at NWHRN. They are critical to each individual role and our organizational success. They reflect our team and organizational values and the guiding behaviors that shape to how we do our work and achieve our mission. While these KPIs may manifest differently for each role, they are essential aspects of our culture of continuous improvement.

- Stewardship
- Teamwork
- Initiative
- Flexibility
- Accountability
- Communication
- Customer Service
- Leadership

Position type: Professional, FLSA exempt

Starting salary range: \$69,500 – 78,000 annually

Actual salary will depend on experience, skills and geographic location in Washington State. Full salary grade range allows for compensation increases over time beyond the initial starting salary range.

Benefit Highlights:

- 100% employer paid Medical, Dental and Vision insurance for employees; 75% employer paid insurance for each dependent.
- Paid vacation, sick leave, holidays, and 2 personal days.
- Retirement plan with employer match up to 4% of gross salary.
- Flexible Spending Account option.

Hours:

40 hours per week, generally Monday - Friday. When needed, emergency response activities could require long hours and weekend work.

Work equipment:

NWHRN supplies a work-issued laptop, cell phone and equipment to perform essential job functions.

Physical Requirements:

Prolonged periods sitting at a desk and working on a computer. Must be able to lift up to 25 pounds at times.

To apply:

Please send a cover letter indicating interest in the position and resume to: hr@nwhrn.org with the subject line title: **“Response Operations Coordinator”**

Applications will be reviewed on a rolling basis. The position will be open until Friday, November 22, 2024. Questions may be answered via email. Please send all questions to: hr@nwhrn.org.

NWHRN is an equal employment opportunity employer.

August 2024