



Coalition Program Support 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 in 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, 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 Coalition Program Support 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 committed to providing administrative support for our preparedness, response, recovery programs and initiatives including contact management and organizational databases.

Our ideal candidate is deliberate, has strong Microsoft Office and organizational skills, is detail oriented, and enjoys working within an environment that is mission-driven, service-minded and collaborative with numerous partners and stakeholders. The ideal candidate must be able to maintain a realistic balance among multiple priorities.

Our ideal candidate is also 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!

Position type: Hourly, Full time, FLSA overtime eligible

Reports to: Administrative Operations Manager and Senior Medical Advisor for clinical projects

Location: Fully Remote based in the Greater Seattle Area, some travel within state required

Hiring Range: \$33.19 - \$35.58 hourly

Job Summary:

This position is responsible for supporting the Network's coalition healthcare preparedness, response, recovery initiatives by providing comprehensive support for program activities, organizational databases, and contact management. This role is both people-focused and data-driven, and balances program support with the administrative and contact management responsibilities that contribute to our organizational success. This position requires excellent organizational, communication, and technical skills, and a commitment to providing excellent customer service.

Essential Functions: *Duties & responsibilities include, but are not limited to:*

Program Coordination

- Works closely with Senior Medical Advisor to maintain clinical relationships and support clinical planning, training, and exercise activities.
- Support program staff by developing procedures to support implementation of key activities to meet preparedness, planning and response goals.
- Support external distribution of organizational messaging and sending of meeting invites, as directed.
- Creating surveys, collecting, analyzing, organizing, and reporting on data received, as directed.

Workgroup Support:

- Assists with meeting and workgroup planning, logistics, and execution (in-person and virtual) including communication, registration management, coordination of event materials and set-up/hosting on meeting platforms.
- Assist with providing technical assistance including tracking attendance, creating polls, and managing panelists and presenters.
- Assist with note taking, as needed.

Contact Management:

- Support Administrative Operations Manager with contact management, which includes maintenance of organizational contacts and communication with partners.
- Maintain distribution lists, support data imports/updates, and build custom reports within contact management database systems (e.g. Salesforce, Alert Media and WATrac), as directed.
- Serve on internal work groups that advise on the ongoing use of and enhancements for systems.

Virtual Office Support:

- Monitor general email accounts: fielding inquiries and forwarding them to appropriate team members.
- Manage and triage Virtual Office phone calls.
- Support triage of internal team member questions.

Participate in NWHRN emergency response activities (as needed)

All members of NWHRN are expected to support response staffing and/or deployment within the State of Washington as requested.

Education / Experience Requirement:

- 2-4 years of experience in an administrative support role; non-profit, healthcare or emergency response preferred.
- A high degree of attention to detail, accuracy, and organization.
- Strong facilitation skills and knowledge of meeting platforms (e.g. Zoom, Teams, etc.)
- Strong data entry skills; experience with data entry in Salesforce or other similar database software programs.
- Strong Microsoft Office skills required: able to quickly learn and operate various software, apps, and programs.
- Adaptability: A positive attitude, willingness to learn, and ability to adapt to changing priorities.
- Customer service orientated and demonstrated ability to build and maintain good working relationships with staff, stakeholders, partners, and clinicians.
- Strong problem-solving and time management skills; must be able to prioritize and manage multiple assignments and deadlines within a fast-paced, dynamic environment.
- Highly resourceful team player with the ability to be effective independently.
- Excellent verbal, written communication and interpersonal skills.

Key Performance Indicators

The following are performance measures that are critical to success in every role at NWHRN. They represent our values and guiding behaviors in how we do our work and achieve our mission.

- STEWARDSHIP
- TEAMWORK
- INITIATIVE
- FLEXIBILITY
- ACCOUNTABILITY
- COMMUNICATION
- CUSTOMER SERVICE
- LEADERSHIP

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, emergent and /or 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: **“Coalition Program Support Coordinator”**

NWHRN is an equal employment opportunity employer.