



## Cow Creek Government Office

### Position Description

**Position Title:** Special Project Coordinator (SPC)

**Department:** Administration

**Reports To:** Chief Health Officer

**FLSA Designation:** Non-exempt

#### POSITION PURPOSE:

The CCH&WC Special Projects Coordinator (SPC) coordinates all special project development and communications support for the CCH&WC administration including both legislative, Health Advisory Committee and Board level presentations as well as middle management divisions of public health and healthcare projects. The position is an integral member of the Government Offices Communications Team and will assure the entire CCH&WC will have a multi-faceted messaging from patient educational materials for grant programs/internal messaging, tribal website, tribal face-book and mailers to align messaging strategies will be a major emphasis of the SPC. The SPC will work with the Chief Health Officer, Clinic Director and Public Health Manager on all special projects and will communicate and work effectively with management staff/staff to develop and improve workflows and procedures. All technology programs will be developed and implemented by the SPC working with Government Directors, as appropriate.

#### ESSENTIAL FUNCTIONS:

##### Technical Programs Coordination:

- Coordinate implementation and migration to TEAMS Microsoft 360
  - Training to become “super user”
  - Ongoing training of CCH&WC staff who will need to use software
  - Develop form build request process
  - Develop training for staff and policies
  - Develop training for clinic staff
  - Streamline various programmatic and administrative efficient progress for scheduling, surveying etc.
- Implementation of Learning Management System (LMS)
  - Scheduled maintenance, policies, user accounts, training.
  - Develop and coordinate with CCH&WC administration training curriculum and expand LMS usage.
- Coordinate implementation and migration to Laser fiche with key stakeholders including outside vendors and GO staff
  - Design staff workflows with administration of the CCH&WC
  - Design contract workflow
  - Design website external form workflows
  - Training to become “super user”

- Develop form build request process
- Develop training for staff and policies
- Develop training for clinic staff
- Coordination of SharePoint site:
  - Information architecture, including web pages, documents, lists, and data
  - Maintenance activities, including managing user accounts with CCH&WC IT Technician
  - Training of SP site for CCH&WC staff calendar, incident occurrences, and other internal staff usage
- Assist in writing operational documentation for use by other personnel and assist in developing an internal knowledge base for clinic administration
- Provide support for software integrations, maintenance and infrastructure upgrades - communicate and keep Chief Health Officer and other stakeholders up to date on relevant implementation details. This includes preparing reports on progress and problems and coordinating project team meetings as appropriate.
- Survey development and analysis - collaborate with clinic, admin and public health departments to prepare and design surveys, collect data, and build reports and dashboards as requested.

#### **Marketing & Communications Liaison:**

- Development and implementation of clinic marketing campaign and promotion.
  - Print, radio and video projects
  - Clinic website development and design
  - Branding and messaging strategies and implementation
  - Patient and public engagement
  - Manage content and social media calendars
  - HWCTV (internal TV channel) content
  - HWC Newsletter (print and digital)
  - Manage Learning Management System (LMS) in-house content production
  - Manage all clinic media buys, media placement and timely content approval / distribution
  - Manage clinic-related Tribal newsletter submissions
  - Coordinate Patient Satisfaction activities
  - Create and maintain administrative report design and publish as requested (monthly/ annually or until handed off)
  - Approve content for clinic social media platforms and get approval from the Clinic Health Officer and Tribal Leadership

#### **Back-up Administrative Duties**

- Backup Executive Administrative Assistant (under prolonged PTO)
- Onboarding for all staff all technical program software/usage and communications of the CCH&WC
- CHO Travel and or meeting presentations
- Other duties as assigned

## **QUALIFICATIONS:**

- Bachelor's Degree (BA/BS) in Business Administration, or related field preferred. High School Diploma or GED required.
- Training programs experience.
- Proven competency in written and verbal communication skills required.
- Advanced skills in MS Word, Excel, Outlook, SharePoint, Publisher and PowerPoint required
- Understand, interpret, and apply general administrative, departmental and internal policies and procedures.
- Intermediate to advanced level of IT software systems.
- Current and valid Oregon Driver's License with the ability to qualify for the Cow Creek Drivers Program.
- Maintain a neat, clean, and well-groomed appearance at all times (specific standards available).