

**Panhandle Regional Advisory Council
Trauma Service Area A
Operations Director
Job Description**

Job Title: Operations Director

Department: Panhandle Regional Advisory Council (RAC-A)

General Description of Duties:

The Operations Director is a professional possessing the knowledge and experience to oversee all aspects of the Regional EMS and Trauma Systems, including disaster and emergency management needs of the System. The Operations Director will receive oversight from the RAC Executive Director and will work closely with RAC Officers, medical staff, hospital administration, EMS Directors, Trauma Department heads, ancillary staff, nursing staff and community personnel to coordinate all aspects of trauma system development and management for RAC-A.

This person will be responsible for ensuring that the Trauma System Plan and its constituent components are following applicable standards of the Texas Department of State Health Services. The Operations Director will also assist the Executive Director in all aspects of fiscal management and external contract negotiations for the RAC. (Including: federal and state contracts.)

Qualifications:

Education: Graduate of accredited school of nursing or EMS Program, with a baccalaureate degree and/or master's degree preferred.

Experience: Must have experience related to health care, business, governmental relations and/or public administration. Additional required qualifications include minimum of three years of administrative experience at the management level; ability to advise and analyze issues related to organizational operations and integration with numerous groups; grant writing experience preferred; active participation in professional organizations; ability to work innovatively in cooperative and interdisciplinary programs; demonstrated ability in effective communication, leadership, and professional activities. Additional preferred qualifications include ability to serve as spokesperson; resolve operational problems and issues and ability to manage financial and human interactions related to building, motivating and maintaining an effective organization. At least three years of recent full-time hospital nursing, pre-hospital care or other administrative experience in EMS, critical care, trauma, or emergency care. Ten

or more years of experience as related above may substitute for an academic degree.

License: Must possess a current active or inactive Texas EMS certification or license from the Department of State Health Services or license from the Texas Board of Nurses.

Knowledge/Skills/Abilities:

Knowledge: Should have good knowledge of the overall organizational structure of the Texas EMS & Trauma System. Must know or be able to quickly learn coordination functions of the various components of the trauma system. Must be detail oriented and possess qualities of leadership combined with initiative and judgment.

Skills: Must show qualities of leadership, initiative, and judgment in formulating policy decisions. Should possess strong communications and presentation skills. Should have proficient computer skills, with emphasis on spreadsheet, presentations software and web site management and accounting principles. Skilled in Critical Care/Emergency Care/Emergency Management.

Ability: Must be able to converse knowledgeably with physicians, paramedics, nurses, and hospital personnel, as well as outside entities.

Performance Responsibilities:

Essential Functions:

- Participate in planning, coordinating, and evaluating the components of the Trauma System Plan.
- Facilitate planning and organizing of general meetings and committee meetings.
- Oversight of Sub-Contractual services.
- Assist on Hospital Preparedness Program grant for TSA-A- TSA-B, and the EMTF project.
- Coordinate and collaborate with city, regional and state leaders for EMS/Trauma System and Emergency Management System development.
- Assist the Executive Director to plan for and administer HPP Contract including the distribution of funds for TSA-A, TSA-B, and the EMTF project. Accounting of projects to the state government.
- Attend required trauma system meetings.
- Actively participate in, and collaborate with, state and regional organizations that support Trauma System development.
- Provide expertise and advice as requested for legislative issues related to the EMS/Trauma System at local, state and federal levels.

- In conjunction with the Executive Director, carry out the fiscal management of the Trauma Service Area in cooperation with the treasurer.
- Engage an independent auditor for appropriate periodic fiscal reviews as requested by the Board of Directors or required both federal or state governmental entities
- Assist the Executive Director to ensure compliance with contractual audit requirements.
- In conjunction with the Executive Director develop and implement a budget.
- Assist the Executive Director to oversee and administer projects, including but not limited to:
 - Trauma Service Area web site
 - Various contracts as entered into by the Trauma Service Area
- In conjunction with the Executive Director and Board, review and approve equipment purchases within budget guidelines.
- Work with the Executive Director to resolve complaints from constituents.
- Actively participate in, and collaborate with, state and regional organizations that support emergency management program development.
- Serve as liaison for community organizations involved in emergency management activities.
- Performs or delegates other tasks assigned by the RAC Executive Director.

- Oversee general duties of the RAC including:
 - Writing letters
 - Maintaining files
 - Keeping meeting minutes
 - Tracking inventories
 - Preparing reports
- Attend general membership and Committee meetings.

Confidentiality of Information and Code of Conduct:

Confidentiality of Information: Protects and safeguards the privacy of all confidential information by assuring data integrity, limiting availability as appropriate, and refraining from discussing confidential information with others.

Code of Conduct: Follows the highest standards of business ethics and compliance as follows:

1. **Legal Compliance:** complies with federal/state laws.
2. **Business Ethics:** accurately and honestly represents the organization and its business interests.

3. **Conflict of Interests:** does not use position to gain an undue personal profit.
4. **Business Relationships:** business transactions are free from offers or solicitation of gifts/favors.
5. **Protection of Assets:** preserves assets by using resources prudently and effectively.

Job Relationships:

Accountable to and directed by: The Executive Director

Term and Compensation: As specified by contract.

IN WITNESS WHEREOF the undersigned have executed this job description as of the date written below.

Panhandle Regional Advisory Council, Trauma Service Area A

By: _____
Chair Date

By: _____
Executive Director Date