



Position Description

JOB TITLE:	Administrative Coordinator, Post-Acute Care and Quality
FLSA Status:	Full-time, Non-exempt
REPORTS TO:	Associate Vice President (AVP) of Post-Acute Care and Director of Quality and Regulatory Affairs

POSITION SUMMARY: Under the supervision of the AVP and Director of Quality & Regulatory Affairs, the Administrative Coordinator manages administrative functions and provides clerical service support to various HAH governance committees. Coordinates and participates on projects and works with individuals across the organization, HAH membership, community partners, and external customers to complete assigned tasks and projects. Assists supervisors and staff in the daily administration and coordination of various operation projects, including action item tracking and management. Provides support for AVP and Director of Quality & Regulatory Affairs for other HAH initiatives.

Primary Responsibilities:

- Supports the AVP and Director of Quality & Regulatory Affairs in regular activities, *ad hoc* initiatives, and scheduling. Regular activities include, but are not limited to, the following:
 - Prepares and edits email and written correspondence for all issues and events relating to Long Term Care (LTC), Homecare and Hospice (HCH), Assisted Living Facilities (ALF)/Adult Residential Care Home (ARCH), and Acute Care Quality and Post-Acute Care Quality activities.
 - Prepares and disseminates agendas, email notifications, mailings and minutes of meetings, creation of slide decks for presentation, and coordinates all logistical needs for AVP and Quality committee meetings, including room and equipment reservation, conference call and web-based set-up, such as GoToMeeting, and ordering and set-up of refreshments.
 - Coordinates the biennial committee election documents and materials.
 - Prepares and maintains documents relating to post-acute and quality membership.
 - Promptly forwards national affiliate newsletters and alerts to members.
 - Develops and conducts member surveys (i.e., SurveyMonkey), and prepares results for presentation.
 - Provides administrative and logistic support and coordination of Quality & Educational activities, projects, and initiatives.
- Answers phone calls and assist callers as necessary, serving as a “positive first impression” for those contacting HAH. Makes photocopies, scans documents, sends faxes, gathers data as requested, and maintains files for the AVP and Director of Quality & Regulatory Affairs.
- Prepares written correspondence to, and schedules meetings with, external constituents including the Congressional delegation, state legislators and their respective staff.
- Coordinates and manages travel planning for the AVP and Director of Quality & Regulatory Affairs. Maintains records of travel and expense summaries for each event.
- Assists Director of Quality & Regulatory Affairs in quality and performance improvement activities, as well as Education planning, projects, and activities.

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Affiliated with the American Hospital Association, American Health Care Association, National Association for Home Care and Hospice, American Association for Homecare and Council of State Home Care Associations

- Assists other team members in preparing for large mailings, HAH events, and other meetings.

Other Functions: Performs other duties as assigned.

Working Conditions: Indoors, in an air conditioned office

Work Hours: 8:00 a.m. to 4:30 p.m., Monday through Friday, with thirty (30) minutes for lunch.

Minimum Qualifications:

Equipment Use: Requires proficient use of a computer, printer, fax machine, photocopier, recorder, multi-line phone system, postage machine, and file cabinets. Occasionally, may require the use of a personal vehicle to transport to HAH special events.

Physical, Mental and Communication Demands: Requires ability to sit for long periods of time at a desk in front of a computer. Some lifting required (boxes of supplies, moving file folders) but not to exceed 10 pounds. Some bending and reaching to access files from file drawers or items stored in an overhead cabinet. High volumes of typing. Requires proficiency in reading, writing, speaking English, proofreading, and basic math. Works calmly under pressure in response to deadlines.

Skills/Knowledge: Proficient in MS Office (Word and Excel), Microsoft 365, Outlook email, and a working knowledge of MS PowerPoint. Able to take and transcribe meeting minutes. Experience with dictation or shorthand is a plus. In addition to office equipment skills, demonstrates excellent client service skills, the ability to work well with others, strong organizational skills, accepts and follows direction when needed, and can work well independently. Working knowledge of GoToMeeting, GoToWebinar, SurveyMonkey, and MailChimp is also a plus.

Education and Training: Associate's (A.A.) Degree. Course work from a business college or university that demonstrates a working knowledge of secretarial and administrative skills and project management is a plus.

Experience:

Minimum of 3 years of secretarial/administrative assistant, project management, or other pertinent experience.

Preferred Qualifications:

- Bachelor degree from an accredited college or university.
- Familiarity with issues facing the healthcare industry (with an emphasis on long-term care and quality issues).
- Ability to effectively manage multiple tasks/projects simultaneously.
- Experience working in a healthcare setting.
- Ability to conduct research and handle special assignments.
- Knowledge and experience in healthcare quality.
- Knowledge and experience in coordination of educational activities and/or conferences.
- Willingness to learn about healthcare, legislative, and Association issues.
- Capacity to adapt to new technologies and communication methods.
- Ability to thrive in a team environment.

Company Policy: All HAH employees are provided a copy of the company's Employee Handbook and are responsible for complying with its contents. A copy of the employee's acknowledgement of the contents will be maintained in the employee's personnel file.

Educational Stipend:

Authorized for up to \$200 per year for educational programs

Accepted by: _____

Date: _____

Last reviewed by: _____

Date: _____