



**Job Title:** Program Specialist  
**Department:** Southwest Texas Crisis Collaborative (STCC)  
**Reports To:** Crisis Assistant Division Director  
**Salary:** \$55,000 - \$70,000  
**Prepared By:** Chief of Staff  
**Last Modified:** January 10, 2022

### **Job Summary**

- Manage the Signify Community platform to include building workflows, ensuring compliance with documentation, and enhancing user adoption.
- Manage and evaluate the effectiveness of various programs within the Southwest Texas Crisis Collaborative (STCC) effort.
- Create and maintain reports, dashboards and research related to STCC projects.
- Management of all grant/contract requirements to include managing data, budgets and agreements.
- Administrative/meeting support for assigned projects.
- Support other STCC programs as necessary and appropriate.

### **Job Qualifications**

**Education:** Graduate of an accredited school with a baccalaureate degree in behavioral health or related field

**Experience:** Three years of experience working in the healthcare field

**Preferred:** Five years of experience in the healthcare field with some experience in program development and evaluation

### **Requirements**

- Strong analytical and problem-solving skills
- Ability to work well with large and diverse teams
- Ability to work under pressure
- Ability to work flexible hours
- Proven experience with project management practices and tools to create, manage, and track project performance along with cost/benefit analysis
- Excellent client-facing and internal communication skills
- Excellent written and verbal communication skills
- Solid organizational skills including attention to detail and multitasking skills
- Strong grasp of relational database software, report creation, and administration



- Research experience, along with ability to analyze raw data to inform and report trends and outcomes
- Experienced user of MS Office toolset (Word, Excel and PowerPoint)

## Physical Demands

The Employee works in an indoor office environment. The Employee must possess physical and mental health to meet the demands of the position. The Employee must be able to travel and participate in the Regional Medical Operations Center and may be requested to participate in off-site meetings, activities, training sessions, exercises or deployments.

## Code of Conduct

Employee follows the STRAC Code of Conduct, which are rules to guide us in our work to assure the highest standards of business ethics and compliance as follows:

- 1. Legal Compliance:** comply with federal/state laws
- 2. Business Ethics:** accurately & honestly represent the Organization and not defraud anyone of money, property or service
- 3. Confidentiality:** protect confidential information
- 4. Conflict of Interest:** do not use position to profit personally
- 5. Business Relationships:** business transactions are free from offers or solicitation of gifts/favors
- 6. Protection of Assets:** preserve assets by using resources prudently and effectively
- 7. Patient Rights:** respect and support patient rights to privacy & treatment

## Service Excellence Criteria

- Present a positive image of the organization by a neat and professional appearance.
- Make STRAC members, regional partners and the general public feel respected and welcome.
- Maintain patient, hospital, and emergency medical services agency confidentiality.
- Contribute to and participate in team and individual efforts to improve the quality of services.
- Show initiative and judgment in controlling the utilization of resources and fiscal responsibility.
- Attend all necessary or mandatory in-services, training and meetings.
- Comply with policies on safety, hazardous materials, universal precautions and infection control.
- Must maintain regular, consistent attendance.
- Adhere to acceptable standards of business ethics and integrity, and comply with all federal, state and local laws, rules and regulations in all aspects of business at all times.
- Must demonstrate flexibility to assist with response and resource needs of STRAC members and regional partners in response to a significant local, regional or State incident.



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Employee signature