QUEEN'S UNIVERSITY SUPPORT STAFF
POSITION SUMMARY

DEPARTMENT: Family Medicine

POSITION NUMBER: 32608 001 **INCUMBENT:**

TITLE: Site Program Coordinator (Bowmanville-Oshawa-Lakeridge) – Family Medicine Residency Program

GRADE: 6

JOB SUMMARY:

Reporting to the Manager of Education, Department of Family Medicine (DFM), and under the direction of the Queen's-Bowmanville-Oshawa-Lakeridge (QBOL) Site Director, the incumbent is responsible for the planning and administrative duties relevant to the operation of the Family Medicine Residency Program at the Bowmanville-Oshawa-Lakeridge Site. This position is located at the LHEARN Centre, Oshawa, Ontario. Examples of duties include but are not limited to preparation of correspondence, resident rotation scheduling, communication with residents and preceptors, and account administration. The incumbent is responsible for supporting the delivery of core educational programs and special projects as needed in support of the Department of Family Medicine. The incumbent will: compile, process, and disseminate information both within the program and to the other sites, and will possess strong interpersonal and communication skills in their daily interaction with internal and external contacts: be responsible for the coordination and scheduling of video- and teleconferencing sessions as required: and act as direct liaison with the College of Family Physicians of Canada, the DFM, and Queen's specialty programs. The incumbent will also provide, as needed, support to the Central Program. The ability to work independently and as a member of a team are both requirements for this position.

KEY RESPONSIBILITIES:

Administrative:

Overview:

- Provide academic support to the site director; organize all academic days, resident/preceptor schedules, and evaluations/assessments.
- Build and maintain relationships with residents, preceptors, and preceptor administrators and facilitate prompt reimbursement for teaching.
- Build and maintain relationships with central Program staff including but not limited to the Manager of Education and Postgraduate Program Coordinator
- Maintain regular and timely communication with residents and preceptors.
- Act as the face of Queen's Family Medicine at the QBOL Site. Act as support for site committees including venue booking, catering, and organization of agendas, material, minutes and dissemination thereof.

- Disseminate information/material from the DFM to residents and preceptors in a timely manner.
- Perform administrative duties, including initiating or preparing correspondence, coordination of special events, meetings and conferences, screening calls and visitors, monitoring and ordering office supplies, record keeping, preparing minutes, and administering special procedures within the QBOL Program such as the development and maintenance of resident rotations and budget reporting.
- Design, implement, and manage a filing system and ensure information is accurate and current.

Preceptors:

- Build and maintain a database of community preceptors and their office support staff. Prepare and submit preceptor documents to both Queen's for adjunct appointments.
- Coordinate meetings with Specialty Lead Preceptors and site committee members.
- Submit expenses and payments for preceptors who participate in academic days.

Assessment:

- Set-up and program rotation schedules in One45 (software).
- Maintain the evaluation process and manage workflow on One45, sending out bulk and individual evaluations to preceptors on a monthly basis or as needed.

Site Lead Support:

- Provide administrative assistance to the Site Process Leads: Evaluation, Curriculum, Research, and Faculty Development. Provide administrative assistance to the Site DOCC Leads.
- Provide administrative assistance to the Site Chief Residents when required.

Special Projects:

- Draft documents relating to internal reviews, accreditation, or other special projects, as required.

Other:

- Provide assistance to the DFM in support of the overall Family Medicine Residency Program.
- Travel as required to Kingston, Ontario or other locations for program meetings and special events.

Communication:

- Compile, process, and distribute information to residents, faculty, administrative personnel, committees, and subcommittees.
- Provide access to data and disseminate information through the production of publications and report writing.
- Respond to inquiries from various stakeholders (current and potential residents and preceptors, Departmental colleagues and supervisors) on a timely basis.
- Act as resource person and contact for the Family Medicine Residency Program at the Bowmanville-Oshawa-Lakeridge Site and liaise with the Manager of Education of the Department of Family

Medicine in Kingston. Research or synthesize answers to questions and solve administrative problems within guidelines. Refer complex problems to senior DFM staff only when necessary.

- Promote and market the Bowmanville-Oshawa-Lakeridge Site program to potential residents by setting-up and staffing a booth and attending local, provincial, and national meetings, conferences, or other special events.

Finance:

- Prepare and submit reports and documentation for preceptors to Queen's Finance and funding partners; track and maintain records and reports from funding partners; provide the Queen's School of Medicine's Regional Education office quarterly reports on breakdown of funding for specialty preceptors and teaching sessions.
- Coordinate contact and confirmation of electives and Rural Rotations. Prepare documentation for rotations; liaise with funding partners to confirm resident accommodations and travel stipends and preceptor payments.
- Submit and track expenses for travel and educational allowance purposes to DFM Finance.
- Prepare cheque requisitions and travel expense forms for various functions. Work to stay within site budget. Coordinate office supplies for site.
- Manage expenses for Site Director, preceptors, and residents.
- Provide assistance in the preparation and in the administration of budgets. Coordinate invoice and payment process for community preceptors. Coordinate reimbursements for Site costs and expenses according to Departmental policies.

Confidentiality:

- Administrative support for Site Remediation and Education Committee, when necessary.
- Responsible for management and maintenance of Resident Evaluation/One45 and E-Portfolio.
- Provide academic secretarial support to the Site Director, Bowmanville-Oshawa-Lakeridge Family Medicine Residency Program; prepare confidential correspondence and reports related to administrative, academic, and clinical deliverables of the Queen's Family Medicine Residency Program. In fulfilling these responsibilities, the incumbent will relate to appropriate administrative structures, which include, but are not limited to the Education Office, various Queen's departments, Universities, and Faculties of Medicine. The incumbent may assist in maintaining the schedule of the Site Director, QBOL Family Medicine Residency Program, as required.

Scheduling:

- *Rotation/Horizontal Schedule:* Build and maintain individual schedules for residents on Google Calendar; liaise with residents and community, specialty, and family medicine preceptors. Manage and maintain resident holidays, professional days, and sick days; manage academic days and travel times. Provide assistance with residents coming from other sites on rotation.
- *Academic Days:* Create and manage academic day schedule including booking, coordination, and confirmation of speakers and residents regarding academic sessions. Prepare and disseminate session information, materials to residents prior to session; coordinate evaluations for sessions; coordinate meeting rooms (including set-up of room), presentation equipment, and catering when required. Submit and manage payments for academic teaching.

- *Assistance to Other Residents:* Provide assistance and organize scheduling for residents from other sites coming to Oshawa for Electives and rotations in Hospitalist and Rural Family Medicine.
- *Event Coordination:* Plan and coordinate Site-specific events. Prepare invitations, book meeting space, coordinate catering, awards, printed materials, presentation equipment, etc.

Information Management:

- Schedule and organize videoconferencing sessions originating from the Department and coordinate these with community teaching sites; support will be provided to presenters before, during, and after the sessions with respect to the use of equipment.
- Coordinate the implementation of enhancements of new technologies.
- Provide One45 support for residents and preceptors.
- Coordinate with Central Office to arrange for preceptor access to DFM Assessment tools.

Faculty Development:

- Coordinate faculty development initiatives within the QBOL Site.
- Support DFM staff on faculty development initiatives.
- Disseminate information on faculty development initiatives to and liaise with the Faculty Development Lead and other faculty where appropriate.

Other:

- Coordinate and plan for physical services in consultation with senior staff. This includes accommodation, equipment maintenance, and supplies.
- Arrange cross-coverage for Specialty Disciplines Site Coordinator during vacation and sick leave.
- Other duties as assigned in support the Department of Family Medicine Residency Program.

REQUIRED QUALIFICATIONS:

- Two-year post-secondary program in business administration.
- Previous relevant experience in office/service environment required. A valid driver's license is required for travel.
- Knowledge of university structure and financial/computing systems considered an asset.
- Experience in a medical office setting will be considered an asset.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Office and computer skills including advanced knowledge of word processing software and familiarity with spreadsheet and database programs. Assist in maintenance of the education section of the website. Knowledge of One45 considered an asset. Ability to learn new software packages as required.
- Ability to work with Google Calendar and Docs.
- Exposure and familiarity with videoconferencing and teleconferencing equipment will be considered an asset.
- Ability to work with minimal supervision and as part of a team.

- Proficiency with the following software applications: Microsoft Office including Word, Excel Outlook, PowerPoint, Access, and Publisher. Experience working with database and accounting software preferred.
- Interpersonal and communication skills both oral and written to interact with a wide variety of people in many different contexts. This is important both for office supervision and for liaison duties where information must be clearly and accurately relayed.
- Analytical and problem-solving skills to help resolve administrative problems and to maximize proficiency.
- Organization and time-management skills to coordinate the work of others as well as oneself. Ability to focus in spite of many different duties and frequent interruptions.
- Knowledge of university and hospital structure, procedures, and administrative systems a definite asset.
- Experience with project planning would be considered an asset.
- Ability to adhere to strict confidentiality.
- Availability to travel within Ontario and across Canada.
- Availability to work irregular hours, including weeknights and weekends.

DECISION MAKING:

- Decide when new information calls for further action, such as distribution or verification. If appropriate, choose report format and decide who should receive it.
- Make recommendations regarding office administration procedures; suggest and help implement changes.
- Set priorities and determine which projects require the most attention.
- Determine what items are needed for new or existing accommodations and determine maintenance schedule for accommodations and arrange as needed.
- Consult on decisions regarding budget preparation and account administration.
- Determine when to refer problems or sensitive issues to the Site Director or Manager of Education.
- Determine videoconferencing schedule based on Departmental need. Determine maintenance of equipment needs and arrange for service.
- Provide information to students, staff, and others regarding Postgraduate Medical Education, accommodations, and videoconferencing. Determine how to resolve issues and whether questions should be redirected to others.
- Application of university and hospital procedures as they affect faculty, staff, and residents.
- Make recommendations toward the implementation and enhancements of new technology.

SUPERVISORY RESPONSIBILITIES:

Do you have any supervisory responsibilities? **No.**

SIGNATURES:

_____	_____	_____
Incumbent	**Supervisor**	**Department Head**

Jan. 25, 2013
Date