POSITION SUMMARY

QUEEN'S UNIVERSITY - GENERAL STAFF

POSITION TITLE: Education Office Manager
DEPARTMENT: Family Medicine
POSITION NUMBER: 00129900
GRADE: 9 EFFECTIVE DATE: December 20, 2013

JOB SUMMARY:

Queen's Family Medicine is a two-year residency program offering a curriculum based on the CFPC "Triple C" Curriculum model (Comprehensive learning; Continuity of learning, supervision and patient care; and learning that is Centred in Family Medicine).

Reporting to the Department Head, the Education Office Manager is responsible for the effective management and administration of the Office of Education. This includes management of staff responsible for program implementation, recruitment, orientation, and accreditation associated with the PGY1 & 2 Residency Training Programs, PGY3 Enhanced Skills Programs (in Aboriginal Health, Anesthesia, Care of the Elderly, Emergency Medicine, Palliative Care Medicine, Rural Skills, and Women's Health). These programs have over 165 postgraduate learners at any given time. In addition, the Department hosts a 5 year Royal College of Physicians and Surgeons of Canada residency program in Public Health and Preventative Medicine. In addition the Department of Family Medicine is a major contributor to the undergraduate program in the School of Medicine.

Under the leadership of the Department Head, and liaising with the Program's Directors, the Education Office Manager oversees policy and program development, ensuring cohesion and collaboration between undergraduate and post-graduate programs at our four distributed sites (Kingston Thousand Islands, Belleville-Quinte, Peterborough-Kawartha, and Oshawa-Bowmanville-Lakeridge). The incumbent will also liaise with external organizations including, but not limited to, the Canadian College of Family Physicians (CCFP), Royal College of Physicians and Surgeons (FRCP) and Ontario College of Family Physicians (OCFP) as well as funding agencies inclusive of Rural Ontario Medical Program (ROMP), Eastern Regional Medical Education Program (ERMEP), and Queen's Regional Education Network (QREN) on matters affecting the Residency program.

KEY RESPONSIBILITIES:

1) **Manages the Office of Education, including the management of the central office staff and staff at the distributed sites:**

- Works collaboratively with the respective Program Directors and Site Directors to establish workflow, goals and priorities for office staff responsible for implementing the Queen's Family Medicine Educational programs.
- Plans, prioritizes and manages the work of employees, providing strategic and tactical advice, guidance and coaching. Identifies the need for staff resources, participates on staffing committees, and makes effective recommendations regarding employee selection.
- Supports the training and development of staff, including orientation, health and safety issues, regulations and compliance at all Department of Family Medicine sites in various

communities across the region. Ensure employees receive the proper training required to achieve and maintain successful performance.

- Manages performance by establishing performance standards, reviewing and evaluating performance and conducting formal performance reviews on an ongoing basis.
- Investigates addresses and resolves employee/labour relations issues, including making decisions regarding disciplinary and discharge matters.

2) **Oversees and maintains educational program budgets, ensuring program resources are equitably distributed throughout the Sites and budgets are balanced at year end:**

- Reviews financial information and advises the Manager of Operations regarding forecasting and budgeting residency programs.
- Works with the Site Coordinators and the Revenue and Compensation Administrator to ensure accuracy and timeliness of semi-annual preceptor payments and ad-hoc teaching payments.
- Oversees adjunct and corporate confirmations for the site physicians in conjunction with the Site Coordinators and the Faculty Support Coordinator.
- Liaises with external funding organizations including ROMP, ERMEP, and QREN.

3) **Provides centralized support to the Site Directors:**

- Ensures regular meetings between the Program Director and the Site Directors.
- Responds to complex administrative requests.
- Works collaboratively with Site Directors to manage the operational budgets for the Sites and ensure sound financial management of site expenses, providing recommendations for the allocation of resources, and forecasting future needs.
- Oversees infrastructure at teaching Sites and liaises with the Manager of Operations in support of the maintenance of Site infrastructure.

4) **Provides ongoing support to Educational Program Directors in their delivery of Residency training Programs, Enhanced Skills Programs and the Undergraduate program to ensure adherence to Queen's policies and operational planning.**

- Provides recommendations to Program Directors and drives the implementation of new strategic initiatives for project development focusing on technological process improvements (including overseeing website maintenance), change management and leadership development.
- Liaises with the Program Directors in support of strategic directions with respect to finances, human resource and project management for the undergraduate and graduate education programs.
- Serves as an ad hoc member of the Postgraduate Education Committee.

5) **Supports Recruitment for and National Promotion of the Queen's Family Medicine Residency program:**

- Works with the Communications Coordinator, Queen's Marketing and/or the Postgraduate Medical Education Office to oversee marketing material for the residency program.
- Oversees all functions related to the admissions and resident interview process.
- Oversees the keeping of academic records for residents, and handles any issues or concerns related to their completeness, authenticity, and accuracy.

6) **Coordinates the accreditation processes with respect to the Family Medicine educational programs, including keeping abreast of accreditation standards, and ensuring program compliance and accurate documentation. This involves interfacing with both the CCFP and the Royal College of Physicians and Surgeons.**

7) **Participates actively with the senior management group at a strategic and operational level to ensure smooth operations between "arms" of the Department. This involves interfacing between the education program and the research and clinical programs and undertaking other duties or special projects as required in support of the Department of Family Medicine.**

REQUIRED QUALIFICATIONS:

- A university degree, preferably in Human Resources Management or Business Administration.
- A minimum five years of management and supervisory experience with human resource management issues and practices.
- A proven record of accomplishment in problem solving, and demonstrated abilities in management and leadership within an academic, learning, or health sciences environment.
- Knowledge of medical education program administration and/or the medical profession is an asset.
- Knowledge of university procedures, policies, and regulations and how they impact on the functioning of the incumbent's department.
- Knowledge of applicable legislation and regulations as required.
- Consideration will be given to an equivalent combination of education and experience.

SPECIAL SKILLS:

- Excellent communication and interpersonal skills are necessary; the incumbent must be able to interact effectively with a wide variety of personnel from every level of the university structure and in many situations outside of the university.
- Supervisory skills and ability to motivate and create a positive work environment.
- A high level of organizational skill is necessary to develop, plan and coordinate a complex set of operations and activities.
- Ability to perform financial management duties including developing and oversees budgets and the ability to analyze and present financial data.
- Analytical, interpretive, and problem solving skills.
- Awareness of and sensitivity to diversity issues.
- Strong team player who works well under pressure with the ability to adapt rapidly to change and demonstrate flexibility and initiative.
- Proven ability to prioritize and delegate work/responsibilities as required.
- Proven accuracy and attention to detail, creativity, resourcefulness and task completion. Advanced administrative skills, including use of computers for data analysis and word processing, spreadsheet, and database management. Ability to adapt to and implement new technologies.
- Must be able to work outside of regular University hours.
- Must be able to travel and have a valid driver's licence.

DECISION MAKING:

- Solve unexpected problems as they arise, referring only very complex problems to the Head or Program Directors.
- Evaluates job candidates and makes effective recommendations on suitable hires.
- Makes decisions and/or effective recommendations regarding transfers and promotions.

- Evaluates employee performance and decides on appropriate training or coaching to address lack of proficiency in carrying out responsibilities, or remedial action for staff disciplinary situations.
- Assesses investigation outcome of grievances and makes effective recommendations on appropriate course of action or next steps on grievances.
- Makes effective recommendations on level of discipline up to discharge and probationary termination.
- Analyze, summarize and make conclusions regarding information and policy related to educational programs. Participate in determining goals and objectives and in the formulation or reformation of policies and standards.
- Decide on the significance of problems and make recommendations for action, identifying potential risks and benefits; determine options or a range of solutions to problems.
- Display sound judgement, effective time management and the ability to meet firm deadlines.
- Make appropriate decisions regarding the planning, implementation and evaluation of administrative policies, procedures and practices in meeting University goals and priorities.

MANAGEMENT POSITIONS ONLY:
For the positions that are direct reports, answer the following questions:

1. You have the right to hire or you make the effective recommendation to do so
   YES

2. You have the right to dismiss/discharge or you make the effective recommendation to do so
   YES

3. You are responsible for handling disciplinary matters including issuing written warnings
   YES

4. You are responsible for conducting performance appraisals
   YES

SIGNATURES:

Date

_____ _____
Incumbent

_____ _____
Manager

_____ _____
Department Head/Director or Designate