NEW JD – Program Assistant – Nurse Practitioner Program

University of Victoria
Cupe Local 951 Position Description

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<th>JOB:</th>
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<td>Secretary/PB7</td>
<td>Program Assistant, Nurse Practitioner</td>
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<th>DEPARTMENT:</th>
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<td>School of Nursing, Faculty of Human &amp; Development</td>
<td>991626</td>
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<th>SUPERVISOR:</th>
<th>LAST UPDATED:</th>
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<td>Academic Administrative Officer (NURS)</td>
<td>January 2020</td>
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SUMMARY: The University of Victoria School of Nursing is a leader in undergraduate and graduate nursing education and research in partnership with different educational, community and practice organizations. The School offers the Bachelor of Science in Nursing degree (BSN) to prepare nurses to work with individuals, families, and communities, guided by health promotion principles. The BSN program is delivered through a collaborative partnership with colleges in British Columbia (Camosun College, College of the Rockies, and Selkirk College) and the Northwest Territories (Aurora College). The School of Nursing also offers two graduate degrees: a PhD in Nursing and the Master of Nursing (MN) degree with four options: (Advanced Practice Leadership, Nurse Practitioner, Nurse Educator, and Double Degree in Nursing and Health Informatics).

The School is situated in the Faculty of Human and Social Development (HSD), a multi-professional faculty with a commitment to the student experience of dynamic learning in extraordinarily rich practice and community setting for vital impact on health and social development.

This position is 0.5 FTE. Its primary focus is direct administrative support to the Nurse Practitioner graduate program course delivery and its faculty members. This position will provide course delivery administration, maintenance, and support through online technology programs, including CourseSpaces. As well this position is integral team member in assisting with the smooth operations of the mock Objective Structured Clinical Examinations (OSCEs) (on campus and off campus locations in Victoria), maintaining contact information related to Standardized Patients and Clinical Teaching Associates, and assisting the smooth flow and sequencing of events during the exams themselves.

*Twice annually offsite/onsite workshops may fall outside regular work week and a weekend workschedule may be required. Work week will be adjusted accordingly for these days.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility: CourseSpaces Administration – Setup (Nurse Practitioner Program)
   - Provide administrative support to online distributed learning.
   - Order, build, organize content within CourseSpaces sites
   - Edit and format course materials including print and upload of web components (including course syllabi and converting to html booklet)
   - Make course revisions in CourseSpaces, including checking and updating course hyperlinks
   - Create assignment frameworks and drop boxes, discussion forums, quizzes, group activities, and various tools within CourseSpaces, as needed for each course
   - Convert and post videos on the Video on Demand server and in CourseSpaces sites
- Prepare, test, and support online exams, gradebooks, wikis, and web conferencing (using Blackboard Collaborate or equivalent web conference software)
- Create and organize course reading list(s), including testing and updating hyperlinks
- Order textbooks (textbook adoption forms, desk copies, DVD/CD copyright/streaming/performance rights, permissions)
- Liaise with the Bookstore regarding textbooks and print materials
- Liaise with the Library regarding online readings, ARES database, and copyright clearance
- May assist with similar work in other program areas (grad/undergrad) during vacation or sick absences or emergency needs.

2. **Responsibility: CourseSpaces Administration – Maintainance and Faculty Support (Nurse Practitioner Program)**

- Maintain CourseSpaces content throughout the term as required
- Backup CourseSpaces course shells
- Import backup CourseSpaces shells
- Convert and post videos on the Video on Demand server and in CourseSpaces sites
- Provide technical support to instructors/staff to resolve CourseSpaces issues and/or work with Technology Integrated Learning (TIL) until resolved
- Liaise and problem solve with instructors/staff on how to effectively structure and design CourseSpaces site(s)
- Audit sites to ensure copyright laws are followed.
- May assist with similar work in other program areas (grad/undergrad) during vacation or sick absences or emergency needs.

3. **Responsibility: Administration for external invigilated exams (Nurse Practitioner Program)**

- Organize external invigilated exams for Nurse Practitioner distance students
- Setup and maintain online invigilation forms
- Extract invigilation forms data from the online system
- Import online systems data into MS Access
- Create/mail merge invigilation forms to be sent to external invigilators
- E-mail invigilation forms to external invigilators, copy to students

4. **Responsibility: Administration Support**

- Provides administrative program support to the Nurse Practitioner program and its faculty members as required.
- Creates and distributes evaluations via SurveyMonkey and receives and collates responses.
- Creates, edits, formats, and manages a variety of correspondence and documentation including confirmation and thank you letters to participants at the mock OSCEs.
- Assists with the smooth flow and sequencing of special events, workshops, meetings including the mock Objective Structured Clinical Examinations (OSCEs) (off campus, typically held at Royal Jubilee Hospital)
- Maintain Standardized Patients and Clinical Teaching Associates database
- Manages Standardized Patients for other related functions (i.e. workshops, meetings).
- May assists with setting up clinical skills rooms for OSCEs (including CTA examination sessions), and ensures that all of the materials, tools and information required for the cases are present in the exam room
- Coordination/set-up of catering for NP related events as required.
- Provides NP faculty with appropriate paperwork for examiners and standardized patients was well as any print materials needed for on-sites.
- Collect and submit timesheets, consent forms, and evaluation records for non-student participants
- Maintains detailed records of OSCE materials including cases and resources
- Catalogues and updates material resources for all training and student assessment activities.
- Participates in MN Orientation (August) with on-site assistance with other staff as needed. (e.g. registration desk, distributing materials and student name tags, answering questions).
• Creates and evaluations via SurveyMonkey and receives and collates responses (e.g. Onsite and OSCE event feedback).
• Coordination and administration for British Columbia College of Nursing Professionals (BCCNP) Program Recognition preparation and site visit
• May assist with other administrative support to the NP program as needed.

5. Responsibility: Practice Administration Support – NP Program

Duties:
• Responds to all emails, phone calls and in person practicum inquiries.
• Provides data management of student and practice details including entry, tracking, reconciling, and generating reports using a variety information management systems such as HSData Practice (UVic APEX-based), Health Science Placement Net (HSPnet), Excel, FAST Student Reporting, BANNER
• Prior to the start of clinical term, receives, tracks, files practice documentation required by department and related practice agencies (e.g. current/valid CPR certification, respirator/mask fit certification, criminal record check) and follows up with reminders to individual students missing documentation.
• Alerts Practica Coordinator and Associate Director Graduate Programs of any students who fail to meet practice documentation requirements prior to start of term.
• Prior to start of clinical term, arranges for Pre-Placement access criteria for instructors and students and liaises between the health authority/student/instructor during the term to resolve any access issues and provides communication back to individuals as required. (E.g. photo ID cards, proximity cards, Accudose, Power Charting, electronic records, etc.
• Works with practice agency staff across British Columbia’s health authorities to coordinate training programs (e.g., drug dispensing training, chart training) for MN students prior to entering practice, dependent on the individual student practicum placement.
• Creates, edits, formats, and manages a variety of practice correspondence and documentation including confirmation and thank you letters to field guides and preceptors using Microsoft Word and Adobe Mail Merge, preceptor certificates of appreciation, practice handbooks, incident report forms, specialty application forms, etc as required.
• Creates and distributes practice evaluations via SurveyMonkey and receives and collates responses (e.g. preceptor and field guide practicum feedback).
• Stores, maintains, shares SharePoint/Connect site associated with practicum functions.
• Provides back up administrative support to the other Practice Administrator Support position as required during vacations, absences, and/or other high workflow times during the year.

6. Responsibility: Committee Support

Provides administrative support and coordination to the School of Nursing’s Nurse Practitioner Subcommittee and the Nurse Practitioner Program Advisory Committee, including:
• Maintains distribution lists and committee membership lists.
• Scheduling meetings to maximize attendees’ attendance.
• Reserving meeting rooms and required equipment.
• Taking meeting notes (NP Subcommittee only) and arranging follow up on action items arising from meeting.
• Preparing and distribution meeting materials prior to and after meetings, uploading documents to SharePoint/Connect site as required.

7. Responsibility: General administrative duties

• Maintains a filing system according to the UVic Directory of Records Management System.
• Receives and responds to requests by faculty, staff, students, and visitors in person, on the phone, or email by answering questions, looking up information, providing clear direction, and making appropriate referrals.
• Provide relief and work overflow administrative support for other program areas, as required.
REQUIRED QUALIFICATIONS:

Skills:
- Excellent organizational and advanced administrative skills.
- Demonstrated experience in strong technical support skills and knowledge, including database management systems and course delivery systems.
- Flexibility, adaptability, and comfort with procedural and technical change.
- Ability to apply excellent critical thinking skills and ability to exercise good judgment and solve problems quickly and effectively.
- Ability to work independently and collaboratively within a team environment
- Ability to prioritize and manage large CourseSpaces workload
- Ability to complete workflow with attention to detail and a high degree of accuracy.
- Exercise initiative set priorities and adapt to changes to meet the department, faculty, and university deadlines.
- Exhibited excellent and effective verbal and written communication skills depending on audience, in particular with students, faculty, and other departments.
- Possess a positive attitude and ability to contribute to a professional environment
- Demonstrated ability to adapt to new and changing technologies, processes.
- Aptitude in navigating and effectively using a wide range of software including Microsoft Office (Outlook/Excel), SharePoint/Connect, Adobe Acrobat Pro DC including Mail Merge, SurveyMonkey, and complex databases; CourseSpaces (strong knowledge/experience as it is used extensively is an asset; training provided as required); Cascade (or equivalent publishing software), Adobe Creative Suite (includes Adobe Acrobat Pro DC, Acrobat Reader, In Design), Blackboard Collaborate Ultra or equivalent web conference software.

Specialized Knowledge/Education:
Secondary school graduation or equivalent and some related post-secondary course work

Experience:
Minimum 3 years of experience in providing advanced administrative support.

Related work experience should include:
- Experience working within complex database systems.
- Extensive experience with MS Office and Adobe Creative Suite
- Experience providing support and coordination of committee work.
- Experience working in a customer relations/service environment.
- Experience working effectively in socially and culturally diverse situations and able to respond to a wide range of needs from our diverse community.

Preference will be given to applicants with experience:
- Working in an academic environment and/or healthcare environment
- Working with and providing support for online course delivery systems
- Using University systems or other complex information management systems and computer applications (e.g. Banner, FAST Student Reporting).

An equivalent combination of training, education and/or experience may be considered.

Employee’s Signature:  
Date:

Supervisor’s Signature:  
Date: