SUMMARY:

The Island Medical Program (as part of the University of British Columbia’s Faculty of Medicine distributed medical education program delivered in collaboration with the University of Victoria), together with the Island Health and the University of Victoria, have launched an initiative to develop a simulated learning program on Vancouver Island. The goal of this initiative is to address the increasing demand in this region for simulation-based training and education for medical and nursing learners and health professionals in a variety of clinical environments.

This position reports directly to the Simulation Program Manager and will support and take direction from other simulation-related staff and leaders. The responsibilities include (but are not limited to): acting as a first point of contact for the simulation program, scheduling sessions and users, procuring equipment and supplies, ensuring equipment security, liaising with simulation technicians, monitoring simulation budget as well as general clerical support.

1. Responsibility:
   Scheduling - 50%

   Duties:
   - Is first point of contact for all administrative functions related to the simulation program and related technology.
   - Schedules, confirms and tracks simulated training sessions and events. Works with Simulation Program Manager to establish priorities and maximize operational time.
   - Develops and maintains an up-to-date calendar of simulation activities.
   - Maintains records of simulation-equipped room usage according to approved policies and metrics. Provide summaries and reports of class attendance, equipment usage and equipment repair to Simulation Program Manager as input to annual planning budgets.
   - Acts as a resource person for faculty/residents/students using the simulation-equipped rooms.
   - Collaborates with relevant internal and external contacts/vendors associated with simulation program.
   - Provides some back up for the technical support staff.

2. Responsibility:
   Administrative Support - 15%

   Duties:
   - Supports meetings including creating agendas, attending meetings, transcribing dictation, preparing and distributing minutes and producing reports. Follows up on actions items.
   - Prepares and manages general correspondence.
• Books meeting rooms and orders catering.
• Assists with setting up audiovisual equipment including: video/data projection systems, computer presentation equipment, videoconferencing equipment/systems and other A/V equipment for instructional or meeting purposes
• Prepares presentations and researches information as required.
• Develops and maintains filing systems.
• Inputs information into and maintains databases as required for program.
• Books couriers and other delivery systems.
• Organizes travel and accommodations as required.
• Prepares travel reimbursements.
• Manager the Simulation Director’s calendar.
• Other duties similar in scope and complexity as required.

3. Responsibility:
   Equipment and Security - 20%

   Duties:
   • Assists with equipment set up in preparation for all simulation sessions and ensures all in working order. Organizes the placement of equipment and supplies in storage areas
   • Responsible for ensuring security procedures are in place and followed for simulation equipment.
   • Follows inventory control procedures to monitor and manage simulation supply levels and ensure supplies are available when needed. Researches vendors for supplies and equipment. Consults with the Simulation Program Manager, local and provincial resources on equipment requirements including upgrading, maintenance schedules and new equipment procurement.
   • Schedules maintenance and upkeep of equipment in consultation with Simulation Program Manager and the technology support staff.
   • In collaboration with IMP technology support staff, creates and updates user manuals for equipment.
   • Provides problem resolution and/or troubleshooting assistance in conjunction with IMP technology analysts
   • Reports malfunctions of equipment to IMP technology support staff.

4. Responsibility:
   Budget - 5%

   Duties:
   • Tracks and monitors simulation budgets and produces monthly or quarterly reports to Director/Manager when requested.
   • Undertakes finance and accounting processes including cheque requests, invoicing, and payments.

5. Responsibility:
   Program Evaluation - 10%

   Duties:
   • Assists with distribution and collection of Simulation Program Evaluations.
   • Creates evaluation reports for leaders where required.

REQUIRED QUALIFICATIONS:

Skills:
- In order to provide effective and efficient support, flexible work hours will be required. Hours of work will need to accommodate: after-hours duties, lunch hour activities and peak periods.
- Superior abilities in establishing and communicating work priorities.
- Typing of 60 wpm.
- Proficiency with minute taking and transcription equipment.
- Advanced skills with Microsoft Office, PowerPoint, FileMaker Pro, Excel and Internet navigation.
- Superior oral and written communication skills.
- Highly developed organizational skills with a focus on accuracy.
- Ability to problem solve as well as exercise tact and discretion.
- Ability to work independently and collaboratively within a team environment.
- Ability to take initiative, stay current with (as well as resourcing) technology in order to enhance the efficiency and profile of the program.
- Understanding of confidentiality and comfort with resolving issues with tact and diplomacy.
- Ability to multi-task.
- Demonstrated communication, interpersonal and client relationship skills and an ability to manage stressful situations and interact with colleagues, physicians and others in a calm, professional manner.

**Specialized Knowledge/Education:**
- High school graduation supplemented by at least three years of relevant office experience with demonstrated administrative capabilities.

**Experience:**
- Experience within a medical setting and medical terminology is preferred.
- Experience with inter-professional education and clinical skills training methods in health professional education is beneficial. Experience with audio-visual equipment would be an asset.

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