UNIVERSITY OF VICTORIA
CUPE LOCAL 951 POSITION DESCRIPTION

JOB: Secretary/PB 8

TITLE: Program Assistant

DEPARTMENT: Island Medical Program

POSITION NO: 993795

SUPERVISOR: Clinical Program Administrator

LAST UPDATED: May 2019

SUMMARY:
This position manages the administrative process related to the delivery of the First Patient Program and provides secretarial support to the Clinical Program Administrator, Patient Programs Coordinator and Year 3 & 4 Program Administrators as required. The Program Assistant will provide a variety of administrative and secretarial tasks in support of the unit's efforts and activities including communicating and liaising with program staff, faculty and members of the community, and scheduling, organization, implementation and ongoing development of curricular components such as the First Patient Program. The incumbent is responsible for maintaining the Clinical Skills facilities at the Royal Jubilee Hospital site, reviewing and maintaining inventory levels and reordering supplies as needed, and ensuring the space is prepared for the sessions, under the direction of the Clinical Program Administrator.

This position will liaise with Program’s Course Directors, Program Managers, IMP staff and faculty; Vancouver Island Health Authority staff at the Royal Jubilee, Victoria General Hospital, Nanaimo Regional Hospital, Cowichan District Hospital, Campbell River Hospital, St. Joseph's General Hospital (Comox); staff and faculty at the UBC Faculty of Medicine, Vancouver/ Fraser Medical Program, Southern Medical Program (Kelowna) and at the Northern Medical Program (Prince George).

In order to provide effective and efficient support of the unit and all of its activities, this position is occasionally required to work varied hours, including operational hours and beyond to lunch hour, evenings and weekends in support of unit activities and peak periods. The Assistant will be required to work at any of the program’s Victoria locations as needed. This position will provide coverage in other areas during periods of leave and absence and will be expected to assist with other duties as required.

MAJOR RESPONSIBILITIES AND DUTIES:

1. Responsibility:
Provides program support under the supervision of the Years 1 & 2 - Clinical Skills & FP Program Administrator for Clinical Skills and Family Medicine programs (40%)

Duties:
- Coordinates set up of all Clinical Skills and Family Practice sessions (both onsite and offsite), including creation of day schedules, sign in sheets, door signs; ensuring inventory is available; placing appropriate tools in each room; setting up AV requirements and Ultrasound machines as needed; preparing charts and setting up for Volunteer Patients (gowns, housecoats, & water). Responsible for clean up following the sessions (MEDD 412, 421 & 422).
- Maintains program supplies and orders as required following procedures and guidelines
- Creates student documents from master schedule including block and day schedules for students and staff, and ensures timing and patient information is accurate on the master schedule.
- Creates and distributes student materials and tutor packages as required (schedules, correspondence, teaching materials).
- Assists with logistics required for meetings and events, including booking rooms, developing agendas, ordering catering, setting up and tearing down, and meeting minutes.
• Creates the recruitment documents and surveys in Qualtrics and assists with recruitment planning and execution, including deployment of the surveys.
• Maintains Preceptor correspondence including creating monthly faxes, compiling information from all courses, and sending out relevant information to improve their understanding of the program and foster relationships between staff and faculty.
• Undertakes the individual Student and Preceptor Schedule creation for all Family Practice courses and terms and the distribution of the preceptor information including letter of appreciation, schedule, teaching manuals and other relevant teaching resources.
• Oversees the Family Practice seminars and Clinical Skills sessions off site and provides direction to other program staff to support the sessions.
• Maintains and updates master preceptor lists for recruitment and contact information for Clinical Skills and Family Practice.
• Coordinates and facilitates correspondence related to student representatives and acts as the liaison between students, faculty and other program staff. Organizes monthly meetings with faculty directors, student representatives and program staff and brings forward recommendations for course improvement.
• Acts as the back-up for Clinical Program Administrator and is responsible for additional communication with students and teaching faculty, monitoring and updating schedules, and general coordination of the clinical curriculum.
• Facilitates booking of Ultrasound machines and ensures machines are equipped, properly set up and functioning for Clinical Skills sessions.
• Ensures prosthetic models used for Clinical Skills sessions are stored safely and appropriately, are in good working order, and are replaced or fixed as required. Also responsible for lending out the models for student practice and maintaining a tracking system.
• Expected to track and submit faculty payments for Clinical Skills on a weekly basis in TTPS (Teacher Tracking and Payment System) and on an excel spreadsheet for the payment exceptions.
• Manages calendar for the Clinical Program Administrator, including inputting curricular events, tasks, reminders and meetings.
• Alongside the Program Administrator, delivers and develops Simulation Session in the Transition Into Clinical Education course. This role is responsible for coordinating all associated logistics.

2. Responsibility:
Provides program support under the supervision of the Patient Programs Coordinator for Years 1-4 (30%):

Duties:
• Main point of contact with Volunteer Patients (VP), confirming attendance in Clinical Skills sessions and supporting them upon arrival which involves anticipating needs, answering questions and ensuring their comfort prior to the start of the session.
• Responsible for payment of VP sessions; collect and disburse funds from cash accounts and keep records of payments issued.
• Responsible for filing and sending all patient timesheets to finance clerk and internal filing of consent forms and other session materials (i.e evaluations).
• Undertakes communication with VPs, Standardized Patients, and Clinical Teaching Associates especially relating to scheduling, recruitment, and confirmation calls and emails according to instructions from Patient Programs Coordinator.
• Attends to query emails by VPs or other patients of the program regarding session information or processing of timesheets.
• Updates Volunteer Patients/Standardized Patients/Clinical Teaching Associates’ medical information in program database.
• Assist with preparation of schedules, educational materials and on-site coordination of Clinical Teaching Associate and Volunteer Patient sessions (i.e. History taking, Physical exams, Transition into Professional Practice, exams, etc.)
• Facilitates and organizes sessions and events for the Patient Program. This includes room booking, ordering and setting up catering, acting as a hallway monitor for timing of sessions, room set up and clean up, etc.
• Organizes files and updates administrative documents as related to the Patient Programs on UVic shared netdrive
• Updates Program policy and procedures as directed by Patient Coordinator
• Main point of contact for patient questions and concerns. This position will escalate sensitive concerns as appropriate.
3. Responsibility:
Provides additional administrative/curricular support to other program components (10%):  

**Duties:**
- Provides Facilities and Room Bookings support during extended absences.
- Compose, type, and distribute routine correspondence and reports.
- Assist with set-up of meetings, transcribing and distribution of meeting notes/minutes.
- Y4 activities & events (such as Transition Into Professional Practice) – assists with Standardized Patient sessions.
- Y3 activities & events (such as Geriatrics sessions) – assists with booking and confirming Volunteer Patients, main point of contact for patient on day of session, issues payment, monitors consent forms on file and re-issues them annually, sets up room and equipment required, etc.
- Liaises with Program Administrator at MSB to collect information and set up/clean up Pathology Labs at RJH.
- Provides assistance to faculty and outside users with technology and AVIT issues in the RJH facilities.
- Orientes and trains new employees and maintains detailed position manual.

4. Responsibility:
Responsible for overseeing the First Patient Program. (20%)

**Duties:**
- Manages the administrative process related to delivery of the First Patient Program.
- Accesses highly sensitive and confidential patient health information and updates medical records in our database as required.
- Involved in the patient recruitment process and interviews, and provides input regarding the interview questions and patient suitability.
- Facilitates and maintains all records, minutes, documents, and correspondence related to the program.
- Tracks, collects and disseminates student assignments, monitors outstanding deliverables, follows up with students regarding incomplete assignments, and reports to Faculty director and program staff in a timely manner.
- Schedules the patient and student meetings throughout the program, communicates details to the patient and student pair, and manages scheduling changes and challenges.
- Consults on the creation and development of program materials including student and preceptor guides, materials for First Patients, and student assignments.
- Monitors program budget and updates tracking spreadsheet.
- As required, assisting with program expansion at the distributed sites. This includes communicating with other program staff, providing input and direction, sharing and updating program documentation, and other tasks as required.

**REQUIRED QUALIFICATIONS:**

**Skills:**
- Demonstrated ability to use interpersonal skills to effectively manage relationships
- Ability to take direction and prioritize work in a timely manner
- Ability to read and interpret documents such as rules, equipment and software operating and maintenance instructions and procedure manuals
- Ability to write routine reports and correspondence
- Ability to communicate effectively, written and orally, and with tact when dealing with faculty, staff and students
- Ability to keyboard with speed and accuracy
- Proficient with Microsoft Office, Excel, PowerPoint and Filemaker Pro, or equivalent and other software and audiovisual teaching equipment
- Proficient in English language skills
- Proven attention to detail
- Experience dealing with confidential information in the workplace
- Ability to work independently and take initiative in a fast-paced office environment

**Specialized Knowledge/Education:**
Secondary school graduation or equivalent
Knowledge of Medical terminology is an asset.

**Experience:**
- At least three years’ experience working in a University or large complex organization.
- Experience using and assisting others to use audiovisual equipment is an asset.
- An equivalent combination of education, training and experience may be considered.

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