**SUMMARY:**

The UBC Faculty of Medicine, Island Medical Program, provides medical training to more than 3,400 undergraduate, graduate and postgraduate learners. The educational programs span multiple training sites and are distributed to clinical academic campuses and affiliated regional centers across the province. With the increasing number of learners on Vancouver Island, enhanced administrative coordination between undergraduate and postgraduate medical education is required for the delivery of the Internal Medicine program.

A Regional Administrative Office (RAO) has been established to facilitate all medical education activities on Vancouver Island, to enhance collaboration as well as to ensure efficient use of resources.

The primary function of this role is to provide administrative support for the planning and delivery of Internal Medicine and subspecialty undergraduate and postgraduate medical education on Vancouver Island. Responsibilities include significant complex scheduling, preparing program documentation, learning materials, and corresponding with teachers. The incumbent plays a key role in ensuring the smooth delivery of Internal Medicine and subspecialty undergraduate and postgraduate medical education on Vancouver Island, and works with a view to streamline and improve processes. With the ongoing integration of undergraduate and postgraduate medical education on Vancouver Island, this position may also provide administrative support related to the goals and objectives of the RAO to ensure consistent, effective program delivery for all medical education activities on Vancouver Island.

This position reports directly to the Internal Medicine Program Administrator and will also take direction from the Regional Office Administrator, Regional Administrative Manager and faculty course leads. This position is expected to work independently with minimal guidance, and works closely with Program Course Leads, Education/Program Managers, Program Administrators, as well as preceptors for both the undergraduate and postgraduate programs in VFMP and other distributed sites of UBC. This position also interacts with outside agencies such as Vancouver Island Health Authority and The College of Physicians and Surgeons of British Columbia.

This position is located at Island Medical Program Office, Royal Jubilee Hospital, and may occasionally be required to travel to other educational sites.

### MAJOR RESPONSIBILITIES AND DUTIES:

1. **Responsibility:**
   - Internal Medicine Sub Specialty Program Administration: Cardiology, Dermatology, Hematology, Gastroenterology, Medical Oncology, Nephrology, Neurology, Ophthalmology, Respiratory Medicine, Geriatrics, Infectious Diseases, Rheumatology and Endocrinology (60%)
Duties:
- Recruit preceptors, confirm and maintain schedules/lists of all learners (local and coming to Victoria) in each block and send updated schedule out to stakeholders ensuring correct information is entered in One45 or Google Calendar as applicable to the rotation/program
- Track/enter approved vacation/absence requests
- Gather learner contact info and CPSID for onboarding
- Maintain SharePoint sites (orientation information etc) including granting/removing access for learners
- Maintain and update electronic files on Uvic shared directory and orientation materials on Medicol as applicable
- Liaise with Vancouver IM program to ensure IM Residents are scheduled/fill all CCU Sr Blocks for the year
- Send out Welcome letters to all visiting residents and block changeover letters to preceptors
- Track and enter UG/PG teaching payment (paper and electronic using TTPS)
- Assist with assessment and evaluation activities as required
- Maintain procedure checklists/manuals

2. Responsibility:
   
   **Internal Medicine Program Administration (25%)**

   Duties:
   - Receives and evaluates incoming calls and requests and initiates appropriate response
   - Assist with scheduling and managing the Program Director/Program Administrator’s Outlook Calendars; makes appointments and schedules meetings, takes minutes and provides meeting follow-up
   - Assists with the coordination of on-site visits and assists in preparations for Accreditation. This may include compiling data for reporting and providing documentation, surveys and reviews
   - Supports the planning of Orientations, rotation orientations and various activities in conjunction with the Planning Team. This includes scheduling preceptors and mandatory courses for residents/students
   - Schedules Academic Half Days by scheduling weekly training sessions, notifying residents/students of schedule changes, recording attendance, room booking and applicable video-conferencing
   - Arranges and organizes meetings/events, prepares agenda, meeting/events materials, and takes minutes when required
   - Maintains and updates SharePoint websites and Google Calendars for IM Programs
   - Maintains a filing system according to UVIC/UBC/Island Health Directory of Records Management System and RMS
   - Prepares travel, mileage and hospitality reimbursements for the program
   - Receives various forms for signature and processes/forwards, as appropriate
   - Assists with tracking and entry of residency/undergraduate paper and electronic evaluations using One45
   - Assists with invigilation and coordination of exams
   - Tracks and enters UG/PG teaching payments (paper and electronic using TTPS)
   - Performs other administrative duties as required

3. Responsibility:
   
   **Financial Administrative Support (10%)**

   Duties:
   - Processes, monitors and tracks all resident expense reimbursements for travel, call-back, community and mandatory Vancouver rotations
   - Processes, monitors and tracks Resident Activity Funds receipts and submits requisitions to UBC Finance; troubleshoots any issues that come back from UBC Finance
   - Processes expense requisitions for the Assistant Program Director and other faculty; Submits requisitions to UBC Finance
   - Orders catering, academic materials and supplies and initiates payment from appropriate sources
   - Quarterly collection of invoices and faculty payment information for Formal Teaching for Internal Medicine programs; Initiates payment from appropriate sources
• Ensures accurate tracking and distribution of PG Bedside Teaching payments for Victoria faculty (paper-based) and UG Preceptor payments using TTPs (UBC Teaching/Tracking and Payment system)

4. Responsibility:

**Other Administrative Program Support (5%)**

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<tr>
<td>• Provides back-up support to intersite room booker/reception/facilities support position during absences</td>
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<td>• Coordinates and assists with special events/projects</td>
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<td>• Performs other related duties as necessary, in keeping with the qualifications and requirements of the job</td>
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**REQUIRED QUALIFICATIONS:**

**Skills:**

• Exceptional administrative support skills including the ability to work as a team member or independently, deal effectively with non-routine matters and coordinate various activities, take responsibility, display initiative and problem solve

• Excellent administrative skills, including extensive experience with electronic calendaring, word-processing, database and spreadsheet applications

• Excellent interpersonal and communication skills required for working effectively with all levels of the university community, exercising tact, diplomacy and good judgment

• Ability to research and assess new information, adapt to changing technology and procedures, and communicate changes to faculty and staff

• Experience in effectively maintaining the confidentiality of highly personal and sensitive information.

• Ability to prioritize a large workload and deal with frequent interruptions

**Specialized Knowledge/Education:**

• Advanced level of computer skills using Microsoft Office

• Knowledge of UVic/UBC/VIHA systems (One45, TTPS, RMS)

• Knowledge and experience with Island Health Onboarding Systems (Computer Accounts/CERNER/Powerchart/PACs/E Health) considered an asset

• Knowledge and experience with scheduling academic programs preferred

• Knowledge and experience using shared filing systems, such as SharePoint, considered an asset

**Experience:**

• 3 years’ experience in an administrative support role, preferably in a post-secondary environment and/or experience working in an administrative educational health care setting

• Experience in handling confidential and sensitive information

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