

Program Administrator (PA) Roles and Responsibilities

The purpose of this document is to provide an outline of all roles and responsibilities of a PA. Since not all roles and responsibilities outlined herein apply to all programs, this document may be modified to be program specific. The PA roles and responsibilities will take into account the spectrum of responsibility and experience of the Program Administrator.

Definition:

A Program Administrator provides administrative services related to the educational activities in the Department/Program at the University of Manitoba. The PA works in collaboration with the Program Director(s) to support Department/Programs who provide teaching to all internal trainees and/or external trainees rotating through the Department/Program. In some cases, depending on experience and negotiated job description, the Program Administrator assumes a greater role than strictly administrative services and may be involved in managing and/or coordinating educational activities.

Purpose of the position:

The principle role of the Program Administrator includes the provision of administrative support to the Department/Program for all educational activities. This includes but is not limited to, the trainee selection/recruitment process (CaRMS), the accreditation process, committee support, trainee-teaching activities, maintenance of trainee files, resident support, scheduling and administrative support to the Postgraduate Director(s).

Major Responsibilities related to Academic Administration and Coordination:

Trainee Human Resource Activities

- Assists in all matters related to the appointment, reappointment, and termination of new trainees
- Develops, implements and participates in the recruitment and orientation of Postgraduate Education Program (CaRMS, Fellowships, AFCs)
 - Maintains and organizes Postgraduate Education CaRMS web site and files
 - Coordinates CaRMS interviews for Canadian applicants
 - Coordinates interviews for International Visa Trainees, Fellowship trainees and AFC trainees
- Accesses and exports trainee applications and files
- Organizes and verifies all vacation, conference, and other leave requests (MAT, PAT, LOA)
- Manages, distributes and facilitates the following postgraduate schedules
 - rotation schedules



- daily shift schedules
- Resident call schedules
- elective rotation schedules
- off-service rotation schedules
- Coordinates resident training schedules (developing, updating, resolving conflicts with rotation over-booking).
- Provides first point of contact for a resident in minor or major distress or difficulty and as such the PA must:
 - Act with discretion, tact and diplomacy
 - Provide some immediate guidance and direction to trainees
 - Know the limitations of their own abilities and refers the resident to the appropriate contacts and supports
 - Notify the Program Director (as appropriate) of concerns about a trainee

Internal and External Liaison

- Acts as a central point of reference for general academic inquiries pertaining to postgraduate medical education related to the Department/Program
- Liaison for Academic Education with governing bodies and affiliated organizations, lead contact for communication with the following organizations/affiliations:
 - Postgraduate Medical Education, University of Manitoba
 - Other College of Medicine Departments and/or internal subspecialty sections
 - Other University of Manitoba Departments (Undergraduate Medical Education, Continuing Competency and Assessment, Professionalism, PGME Student Affairs and Wellness)
 - Professional Association of Residents and Interns of Manitoba (PARIM)
 - Liaison with Sponsoring Agency
 - Affiliated Research Organizations: Canadian Institute Health Research, George and Fay Yee Centre for Healthcare Innovation
 - Royal College of Physicians and Surgeons of Canada or College of Family Physicians of Canada
 - Canadian Residency Matching Service (CaRMS)
 - Other Postgraduate Medical Education Programs (Canadian and U.S.A.)
 - Specialty specific organizations

Team Facilitation and Event Organization

- Organizes and attends Residency/Fellowship Training Committee and Competency Committee Meetings



- Provides administrative support to RTC and Competency Committee faculty members
- Plans, organizes and coordinates agenda and materials
- Records minutes and disseminates information to members
- Prepares accreditation material and reports
- May coordinate the planning and implementation of the following:
 - Academic Day Lectures
 - Research Curriculum
 - Mentorship Program
 - Annual Postgraduate Research Day
 - Annual Resident Education Retreat
 - Annual Fellow Retreat (if applicable)
 - Annual Award Ceremony
 - OSCE Examinations
 - Review Course
 - Simulation Sessions
 - Anatomy Lab Sessions
 - Workshops
 - Specialty Specific Examinations
 - Journal Club
 - Other Specialty Specific Education Activities
 - Physician Assessment Program
- Liaises with other programs/sites/departments for web conferencing and video conferencing of academic activities
- Ensures availability and operational condition of all computer equipment and audiovisual/videoconferencing equipment for medical education

Assessments

- Coordinates and disseminates assessments for postgraduate education programs within the Department/Program
- Organizes the trainee assessment meetings with the Program Director
- Assists with the design of specialty specific assessments
- Collates assessments information for resident/fellow dossiers
- Organizes specialty specific examinations
- Organizes OSCE examinations & report cards
- Assists with documentation of performance assessments of residents in difficulty



- Assists with documentation of implementation of remediation and probation
- Coordinates and disseminates (once PD approved) Faculty assessments by residents

Operational Support

- Facilitates visits and assists with producing documentation for the Royal College of Physicians and Surgeons of Canada or College of Family Physicians of Canada Accreditation Visits
 - Internal review
 - External review
- Maintains the online curriculum management system
- Assists with planning and development of Policies and Procedures relating to the educational program and ensures compliance with all external agencies
- Assists with organization and completion of Postgraduate Reviews
- Coordinates, organizes, compiles and distributes information for all Postgraduate trainees as follows:
 - Policies and procedures (conference/workshop travel, rotation)
 - Call schedules in accordance to institutional policies and procedures
 - Academic Calendar
 - Rotation schedules
 - Electives
 - Orientation guides/booklets
 - Award nominations for trainees, and teaching faculty
 - Emails, memos and other relevant notices
- Works collaboratively with other programs and sites
- Demonstrates planning skills in the day to day operational activities of training programs with the Department/Programs
- Produces reports and statistics
- Assists with the Department Finance for Academic Education (Postgraduate) which may include:
 - Maintenance and reconciliation of PGME expenditures and deposits
 - Assists with processing academic (postgraduate) financial transactions
 - Responsible for processing purchase requisitions, orders and invoices
 - Assists with the preparation of financial reports (Department, University of Manitoba, PGME Office)
 - International Visa Trainee Funding
 - Fellows Grant Funding
 - Monitors and advises on the distribution of Medical Education Funds, submits claims for PGME trainees i.e. travel, parking, etc.
- Provides office/conference/call room key and/or password assignment to all trainees



Membership and Leadership

A program administrator will encounter opportunities for personal growth and learning via membership and contributions to the following groups (this list is not exhaustive):

1. Specialty Specific Organizations
 - Canadian Program Coordinators within specialty
2. Workshops and Seminars for PA Professional Development offered by the PGME
3. Membership on the Program Administrators Working Group
4. Program Administrator Track for the Royal College of Physicians and Surgeons of Canada

Advanced Roles and Responsibilities

Additional Responsibilities may be assumed by Program Administrators with an advanced role in Educational Management and Coordination:

- Leads and or attends academic administrative team meetings and reviews the status, maintenance and time frames of ongoing Department/Program educational projects and activities
- Manages, implements and develops educational projects and programs, such as:
 - Academic Lectures
 - Simulation Workshops
 - Lectures and Labs
 - Rounds
 - Electives
- Under the direction of the Program Director:
 - Develops and maintains the Education Web Site;
 - Assists in the development of a web-based curriculum;
 - Assists in the development and implementation of teaching curriculums. Participates in obtaining funding for special projects and in development and implementation; and
 - Oversees organization of Mentorship Program and mentorship related activities.
- Develops and maintains Trainee Orientation Manual and Off-Service Trainee Orientation Booklet
- Contributes to the Department Newsletter
- Represents the program nationally and/or internationally, for example: attending meetings, workshops.