

## Job Description



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<b>Job Title:</b>	Clerkship and Residency Administrative Coordinator
<b>Department:</b>	School of Optometry
<b>Reports To:</b>	Head of Clerkships Associate Director-Clinical Education
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 6/7
<b>Effective Date:</b>	February 2020

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### **Primary Purpose**

The Clerkship and Residency Administrative Coordinator will provide support to both the 4<sup>th</sup> year Optometry Clerkship program and the post-graduate Residency program by ensuring students, residents, clerkship sites, and preceptor's needs are met. This will include administering and implementing experiential processes through email, phone, experiential software and participation in meetings.

### **Key Accountabilities**

#### **Clerkship Coordinator**

- Acts as the primary contact for students on Clerkship rotations, responds to student inquiries and triages academic and site issues to either the Head of Clerkships or the Associate Director, Clinical Education
- Coordinates and executes student selection of Clerkship sites, requiring implementation of administrative processes to meet the needs of the student body, Clerkship preceptors, University policies and accreditation standards
- Advises, informs and provides general support to 3<sup>rd</sup> and 4<sup>th</sup> year students including information regarding policies, procedures, timelines, course requirements, assessment tools, special accommodations and site-related choices
- Acts as the primary contact for Clerkship preceptors, responds to preceptor inquiries, and triages student related or clerkship specific issues to either the Head of Clerkships or the Associate Director, Clinical Education
- Advises, informs and provides general support to clerkship sites and preceptors including information regarding clerkship policies, processes and reminders re due dates, application requirements, continuing education credit, etc.
- Administers, receives and stores student documents related to clerkship rotations, including recording data within experiential software (ESES, LEARN)
- Administers, receives and stores Clerkship site documents, including recording within experiential software (ESES, LEARN)
- Coordinates completion of student absence forms and monitors student absence in tracking system
- Ensures enrolment of students in OPTOM 458 and 468 have been arranged each term
- Monitors and ensures students have completed pre-rotation requirements such as immunizations, CPR, background checks, documentation, etc.
- Tracks and communicates pre-placement requirements for all practice sites
- Coordinates with Library Coordinator for e-library access for Clerkship site preceptors
- Coordinates annual acquisition of continuing education credit for Clerkship preceptors
- Provides support for clerkship site recruitment activities and coordinates clerkship site visits, including tracking to ensure all sites are visited every 7 years per accreditation

- Monitors the Clerkship e-mail inbox: "OptClerk"
- Prepares and updates preceptor information packages and invitations
- Develops and maintains orientation material specific to clerkship rotations and supporting documents for students attending Clerkship sites in the US
- Assists with development of biannual newsletter for Clerkship Preceptors
- Assists with submission of reports to Optometry Undergraduate Committee (termly), Association of Schools and Colleges of Optometry (annually), and Accreditation Council on Optometric Education (every seven years)
- Coordinates events for preceptors with the Clerkship Committee (eg. Preceptor dinner)
- Coordinates with IT personnel to update and maintain experiential software (ESES)
- Coordinates scheduling, room bookings, student notifications, and preceptor notifications
- Assists in the planning and development of Clerkship Program enhancements
- Updates and implements revisions to the Clerkship Program as directed by the Head of Clerkships and/or the Associate Director, Clinical Education
- Provides administrative support by developing and maintaining forms and spreadsheets required for clerkship program

### **Residency Coordinator**

- Receives and stores applications for the residency program through the Optometry Residency Matching System (ORMS)
- Coordinates arrangements for the residency interview day which includes creating an interview schedule, booking rooms, catering and setting up Skype services as required
- Assists the Associate Director, Clinical Education with the distribution of the offer letters
- Responsible for forwarding copies of the signed acceptance letter to the Administrative Coordinator, Professional Services to ensure that payment is arranged
- Edits documentation i.e. residency brochure
- Updates WOVS residency website
- Monitors the Residency e-mail inbox: "optometry.residency"
- Follows up on action plans assigned during residency meetings, records minutes and provides feedback
- Implements revisions to the Residency Program as discussed during residency meetings
- Coordinates room bookings and associated technical support for the Residency Program
- Schedules residency workshops, Visual Eyes training, assists in completing HR documents
- Informs residents and supervisors of activity deadlines

### **IT Support and Data Management**

- Acts as primary contact for students or clerkship sites if they have logistical issues with experiential software (ESES) or LEARN
- Maintains expertise with respect to experiential software (ESES) and LEARN for data entry and retrieval
- Uploads student evaluation and student patient log requests for preceptors and students
- Monitors student evaluations, site evaluations and student patient logs
- Provides and makes updates to patient care rotations on LEARN
- Develops reports of clerkship site reviews and distributes to each site for preceptor to review
- Manages tracking of Clerkship (OPTOM 458 and 468) students timely completion of program components
- Assists in the assignment of students to clerkship sites and other external clinical opportunities, such as mission trips and international placements

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- Support for students to ensure appropriate arrangements and documentation are in place for clerkship site placement and related travel, including preparedness for transition from one clerkship site to the next
- Provides expertise and support to ensure programs, activities and actions are conducted according to University policy and protocol related to safety abroad department
- Implements Clerkship Program changes/enhancements that support the successful onboarding of Optometry students in clinical practice sites

### **Event Planning, Communications, Marketing and Finance**

- Plans and executes experiential events such as Clerkship preceptor appreciation events, Residency workshops, White Coat Ceremony, Interview day for residents and the Welcome/Goodbye reception for the residency program
- Schedules presentation and information sessions for students for Clerkship and Residency program
- Coordinates Experiential team meetings (agenda, booking, minutes)

### **Relationship Building**

- Works as a liaison with preceptors to operationalize the Clerkship Program
- Works as a liaison with the study abroad partners to support students travelling globally
- Works as a liaison with the University community's insurance partners to ensure students have insurance coverage while on the clerkship rotations
- Collaborates with WOVs faculty and staff to deliver the Clerkship Program
- Collaborates with the WOVs communication officer to assist in the Clerkship branding designs through quarterly newsletter, marketing material (site plaques) etc.

*\*All employees of the University are expected to follow University and departmental health and safety policy, procedures and work practices at all times. Employees are also responsible for the completion of all health and safety training, as assigned. Employees with staff supervision and/or management responsibilities will ensure that assigned staff abide by the above, and actively identify, assess and correct health and safety hazards, as required.*

## **Required Qualifications**

### **Education**

- Post-secondary educations and/or equivalent education and experience, preferably in an academic department

### **Experience**

- Minimum 2 years of experience working with students and faculty experience coordinating or leading a student service/program preferred
- Significant experience interacting with external partners and other University departments

### **Knowledge/Skills/Abilities**

- Proficient in MS Word, Excel PowerPoint at the intermediate level
- Sound judgement, tact and diplomacy
- Strong analytical and problem solving skills
- Ability to take initiative where minimal direction is provided
- Excellent interpersonal skills. The position requires the capacity and demeanor to deal professionally with faculty, student, staff and preceptors/optometrists
- Excellent communication skills, both in oral and written format, including the use of electronic media are a key component of this position

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### **Nature and Scope**

- **Contacts:** Students, Optometrists, Residents, practice site managers, head office managers, faculty and staff.
- **Level of Responsibility:** Demonstrated ability to take initiative, work independently and as a team member in a fast paced, challenging environment
- **Decision-Making Authority:** Continually makes decisions about the most effective methods of conducting all activities for which s/he is responsible; determines the optimal course of action to solve problems and to exert a positive influence on other stakeholders; makes independent decisions about and is accountable for supplies and inventory
- **Physical and Sensory Demands:** Minimal physical demands typical of working in office environment; periods of extensive sitting and concentrated use of visual senses; potential for multiple interruptions and distractions because of office location
- **Working Environment:** Office based role, position exposed to deadline pressures. Evening and weekend hours and occasional travel may be required.