

Job Description

Job Title:	Experiential Coordinator, Patient Care Rotations
Department:	School of Pharmacy
Reports To:	Associate Director, Clinical Education
Jobs Reporting:	None
Salary Grade:	USG 12
Effective Date:	August 1, 2018

Primary Purpose

The Experiential Coordinator, Patient Care Rotations will ensure that there are adequate numbers and quality of PharmD patient care rotations across the province that meet required national accreditation standards and School of Pharmacy curricular expectations. To achieve this, the Experiential Coordinator will work directly with students, preceptors, regional clinical coordinators, School of Pharmacy faculty and staff, corporate pharmacy head office and regional staff and the experiential team.

Key Accountabilities

Management of Patient Care Rotation Sites, Preceptors, Regions (approximately 360 rotations, 300 pharmacist preceptors, 300 interprofessional preceptors in 14 regions), including but not limited to:

- Develop and implement a marketing strategy to recruit appropriate rotation sites locally, provincially, nationally and internationally
- Identify and recruit (either directly or through the Regional Clinical Coordinators) adequate rotation sites to ensure students achieve a core set of competencies and broaden their exposure to quality professional experiences
- Manage strategic relationships with key and new rotation sites in various practice settings to ensure relevant and quality learning opportunities for students
- Participate in pharmacy experiential showcase presentations at regional, provincial and national professional association meetings
- Establish and manage preceptor requirements
- Develop and maintain an online/in-person, current, audience appropriate and preceptor training program that includes adult learning pedagogy, orientation to UWaterloo policies and procedures and experiential expectations, student assessment methods, etc.
- Manage individual student and preceptor issues when RCCs need support
- Recruit and coordinate Regional Clinical Coordinators (RCCs) across Ontario; ensure retention by managing RCC relationship
- Work with RCCs to facilitate students' placements for clinical rotations and clinical site contracts
- Develop and enhance RCC and preceptor recognition package for recruitment
- Train RCCs regarding University of Waterloo academic and student policies, rotation expectations, and management of challenging situations
- Develop and assess Community of Practice model
- Oversee site agreement process , including liaising with UWaterloo Legal, Finance and Safety offices
- Establish and manage site requirements
- Conduct regular site visits (e-mail/ telephone/ Skype/ in person)
- Work with sites to ensure they provide the best possible student experience

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- Ensure that the patient care rotations have appropriate opportunities for students to engage in and be assessed on interprofessional outcomes
- Enforce site requirements, and implement removal of sites deemed ineffective or inappropriate
- Handle urgent situations which require sites to modify student experiential activities (emergency response planning situations, strikes etc)

Assess and manage students while on patient care rotations (approximately 360 rotations per year for 120 students, Including but not limited to:

- Establish the student learning outcomes for patient care rotations PHARM 430, 440 and 450
- Work with the Associate Director Clinical Education
 - to ensure that the standards from the Canadian Council for Accreditation of Pharmacy Programs (CCAPP) are met
 - that learning outcomes are mapped across the experiential curriculum and with the undergraduate didactic courses
 - that learning outcomes are aligned with or satisfy the Association of Faculties of Pharmacy in Canada educational outcomes, NAPRA's entry-to-practice competencies and the Ontario College of Pharmacists studentship and internship requirements
- Develop and implement a rotation student assessment tool, including overseeing its incorporation into rotation software
- Identify and inform students of any special pre-rotation requirements such as immunizations, first aid/CPR, police record checks, dress codes etc.
- Provide a student orientation to rotations
- Provide large group and individual student support throughout rotation process
- Address student issues or concerns (academic, professional or otherwise) and, if necessary, escalates it to the appropriate School and/or Faculty administrator
- Create and manage remedial training for students who do not successfully complete rotation activities and courses
- Manage student requests for special accommodations or deviations from experiential policies
- Facilitate experiential student advisory group

Other administrative activities related to Patient Care Rotation, including but not limited to:

- Direct day-to-day activities of the Administrative Coordinator (in conjunction with the Administrative Officer) as they relate to activities that support patient care rotations.
- Develop material related to rotations including content for newsletters, learning management software, website and specialized experiential software
- Contribute to the Experiential Programs policy and procedure manual
- Manage budget numbers with respect to patient care rotation costs such as region spending, site visits, etc.
- Work with the Associate Director to develop, implement and contribute to an experiential quality assurance plan that is synchronized with the School's Assessment program, including obtaining feedback from experiential sites, preceptors, students and faculty
- Contribute to the CCAPP accreditation process, including self study and site visit, as required
- Attend and participate in Experiential team meetings and work activities
- Engage with external stakeholders (e.g., PEBC, OCP, etc.) as necessary
- Teach in various didactic courses at the School of Pharmacy
- Participate on School of Pharmacy Committee(s)
- Provide cross coverage to other Experiential Coordinators
- Liaise with the Assistant Director of Advancement, School of Pharmacy, regarding the identification of potential development opportunities
- Identify opportunities for and contribute to pharmacy experiential research initiatives

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- Review the literature and attend conferences and training to ensure the most recent evidence is being used in the delivery of experiential education
- Demonstrate a high level of continuing professional development through participation as a member, contributor and presenter at local, regional, provincial and national professional organizations and their activities

Required Qualifications

Education

- Bachelor of Science in Pharmacy or Doctor of Pharmacy degree from an accredited program of study and eligibility for licensure with the Ontario College of Pharmacists is required.

Experience

- Considerable pharmacy practice experience and involvement with professional organizations and/or multiple facets of the pharmacy profession is required.
- Must have a broad understanding of, and interest in, current and future pharmacy practice.
- Must have a high level of enthusiasm and excellent communication skills.
- Practice-focused teaching experience will be considered an asset.
- Project management experience and interest in/exposure to marketing is advantageous.
- Excellent interpersonal, time-management and organizational skills are required.

Knowledge/Skills/Abilities

- Proven ability to establish and maintain effective working relationships with senior administration, faculty, staff, students on campus and contacts external to UW
- Sound judgment, tact and diplomacy
- Strong analytical and problem solving skills
- Ability to take initiative where minimal direction is provided
- Excellent interpersonal skills
- Excellent communication skills, both oral and written, including the use of electronic media
- Ability to proactively anticipate challenges and show initiative in resolving issues

Nature and Scope

- **Contacts:** Must have strong interpersonal and relationship building skills and ability to interact with students, pharmacists, 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; staff management, influence, leadership
- **Decision-Making Authority:** Will be making independent decisions re: pharmacy student grades, operational issues, pharmacist preceptor selection. Contribute to team decisions.
- **Physical and Sensory Demands:** Majority of the time will be spent in office based, computer work with regular attendance at meetings; attention to detail.
- **Working Environment:** Office based with some travel required to conduct site visits and professional meetings.