

Job Description

Job Title:	Operations Coordinator, Interprofessional Education Program (IPE)
Department:	School of Pharmacy
Reports To:	Manager, Interprofessional Education Program
Jobs Reporting:	None
Salary Grade:	USG 7
Effective Date:	March 2022

Primary Purpose

The Operations Coordinator, Interprofessional Education (IPE), is responsible for the efficient day-to-day management of the IPE program, under the direction of the IPE Manager. This includes, coordinating IPE events, tracking student progress against requirements *via* the Passport System, supporting students as they progress through the program, maintaining the IPE LEARN site, and assisting the Manager with logistics for the IPE Seminar course. The Operations Coordinator is responsible for operationalizing the IPE strategy working closely with the Manager. The IPE program relies on strong relationship management and requires significant coordination with internal partners and with partners from other health and social care programs at UW and other institutions. The Operations Coordinator is a key player in developing and nurturing these relationships. CCAPP, our accreditation body, places rigorous standards on IPE and we are required to verify that execution of our program matches our ambition in providing our students a rich interprofessional learning experience.

Key Accountabilities

IPE Passport System

- Ensure all passport requirements and deadlines are clearly and effectively communicated to student cohorts at each stage of the IPE program.
- Pre-approve or decline IPE activity submissions in Charity Republic within posted turnaround times and ensure adequate proof of participation is submitted.
- Grading and providing feedback to students on IPE reflections.
- Maintain a roster of event activities to ensure approval consistency.
- Monitor student progress through the program and alert those at risk of failing to meet requirements.
- Coordinate with Charity Republic to make annual improvements and updates to the site as required.

IPE Events (HIPED, IPEC, IPE Day, RnRx)

- Responsible for providing administrative, logistics and operational support to event planning teams made up of faculty and staff from the School of Pharmacy and partner health care programs, to ensure efficient planning and effective execution of all IPE events, both remote and in person. Including:
 - Develop a project management system to effectively manage all event tasks, responsibilities, deadlines, and budgets, following best practices.
 - Schedule and lead event planning meetings with faculty and partners
 - Document, maintain, and enable sharing of up-to-date event records, including meeting agendas, minutes, and all event materials.
 - Create event agendas and promotional materials that inform and engage students.
 - Utilize an event registration system to monitor student registration and track attendance.
 - Develop event communication materials for facilitators and students with input from the planning team.

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- Manage all event-day logistics and technical requirements, (e.g., Zoom meetings/webinars, A/V, parking, busing)
- Set up event QA surveys in Qualtrics, collect responses, and present results to planning team.
- Identify areas for improvement and make recommendations to planning team.
- Work with IPE Program Manager to develop new or pilot events.

Partner Relationships

- Develop and maintain positive working relationships with internal and external IPE partners to optimize collaborations and create new opportunities.
- Work with School of Pharmacy colleagues in Professional Practice and Experiential Learning to identify new opportunities for IP learning, to integrate IP learning into existing strategies, and to optimize assessment of student IP competencies in courses, co-op work terms and clinical rotations.
- Support Regional Clinical Coordinators in rolling out IPE activities in their regions during fourth-year clinical rotations.

IPE Program Processes

- Review and refine operational processes and templates, and automate processes, as required.
- Ensure processes for activities are sustainable and can be easily replicated.
- Keep the IPE Program Manager informed on project status, student and partner communication, and any program issues and opportunities, as needed and during weekly team meetings, to ensure both parties are in alignment and delivering a consistent message.
- Execute elements of the IPE Program Strategic plan.
- Monitor IPE program performance by collecting and organizing all IPE program assessment data including event surveys and student IP assessments, identifying areas for improvement.
- Work with the Associate Director, Assessment to share and evaluate IPE program assessment data and identify opportunities to optimize the efficacy of the program and improve student learning.
- Research IPE Program best practices to ensure program continuously improves.
- Implement any changes to improve student effectiveness.
- Create standard procedures that maximize efficiency and improve the student experience.

Interprofessional Seminars Course (PHARM 290)

- Coordinate guest speaker visits and gather speaker content.
- Coordinate planning and execution of live, interactive classes with guests from other programs.
- Manage all Zoom and A/V logistics for in-class and virtual classes.
- Ensure all course content, files, (e.g., documents, presentations, videos, links), schedules, student groups, discussion boards, quizzes, droboxes, etc. are set up and posted in LEARN as needed.
- Monitor student course participation/engagement, assignments, and deadlines and reach out to students who are absent or missing assignments.
- Other duties as assigned.

IPE LEARN Site

- Responsible for maintaining the IPE LEARN site to ensure all IPE Program content is clearly and intuitively presented for an engaging and informative student user experience.
- Post recommendations for upcoming high-quality, approved IPE activities under site Announcements.
- Source additional, current IPE content, (e.g., websites, videos, articles, papers)
- Support the IPE Program Manager in creating and updating IPE program content and site design improvements.
- Other duties as assigned.

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**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

<p>Education</p> <ul style="list-style-type: none">• University degree or equivalent post-secondary education and experience.• Project management training an asset.
<p>Experience</p> <ul style="list-style-type: none">• 3-5 years' experience working with post-secondary students, preferably in an academic unit.• Working in health care systems, with health care practitioners, or interprofessional teams is an asset.• Experience in volunteer management• Experience in creating effective operational processes• Demonstrated project management experience from inception through execution.• Large event planning• Writing communication materials.• Setting up and hosting Zoom meetings with breakout groups, and webinars.• Working with Learning Management Systems, (e.g., LEARN) is preferred.
<p>Knowledge/Skills/Abilities</p> <ul style="list-style-type: none">• Advanced skills in MS Office suite of products, particularly Excel.• Project management software.• File storing/ sharing software.• Demonstrated ability to effectively manage multiple projects at once in a fast-paced, dynamic environment.• Demonstrated ability to take initiative and work both independently, and as a team member.• Superior written and interpersonal communication skills and relationship management.• Responsive with a service-oriented attitude.• Demonstrated judgment, tact, and diplomacy.• Demonstrated aptitude for problem solving and attending to detail.• Ability to engage professionally with diverse groups, including University and College faculty, staff, and students.• Ability to proactively anticipate challenges and take the initiative to resolve issues before they become problems.

Nature and Scope

- **Contacts:** Pharmacy students; Pharmacy faculty and staff; students in health care programs from other universities and colleges; senior administrators within Pharmacy and in other universities and colleges.
- **Level of Responsibility:** The job has specialized work with minimal supervision; responsible for the day-to-day operation of the program.
- **Decision-Making Authority:** Authority to make decisions independently for the day-to-day administration of the Passport system and IPE Events, keeping the IPE Program Manager informed of any changes. All other IPE Program decisions to be made in collaboration with the IPE Program Manager.
- **Physical and Sensory Demands:** Typical of an administrative position.

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- **Working Environment:** Office-based; some evening and weekend work required