

## Job Description

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<b>Job Title:</b>	Operations Coordinator, Interprofessional Education Program
<b>Department:</b>	School of Pharmacy
<b>Reports To:</b>	Interprofessional Education Program Manager
<b>Jobs Reporting:</b>	None
<b>Salary Grade:</b>	USG 7
<b>Effective Date:</b>	January 2019

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### **Primary Purpose**

The Operations Coordinator, Interprofessional Education (IPE) Program works closely with the IPE Program Manager to operationalize the interprofessional education strategy. The Operations Coordinator will ensure the efficient management of the program including tracking students' progress against requirements, interacting with students, coordinating activities with instructors and collaborating with partners. The Operations Coordinator will be responsible for the efficient operation of the IPE program and the various activities and projects required to offer Pharmacy students a rich interprofessional learning experience.

### **Key Accountabilities**

**Under the direction of the IPE Program Manager, the Operations Coordinator is responsible for the day-to-day management of the IPE program. Key operational support responsibilities are to:**

- Refine operational processes to maximize program efficiency; wherever practical, automate processes
- Research best practices to ensure program continuously improves; work with Manager to implement any changes that maximize operational efficiency or student effectiveness
- Ensure the roster of events is presented in a logical and balanced way for students with a point assignment process that is efficient and transparent
- In conjunction with the Manager develop new events at differing levels of IP engagement and provide operational support to those and existing events
- Facilitate progress through the PharmD IPE requirements for all cohorts by responding to student inquiries, approving and tracking student activities, and updating passport status
- Maintain records related to the IPE program and student status
- Refine standardized forms for students to use when attending IP events based on experience and student feedback
- Develop facilitator guides for reflective discussions
- Develop student guides for reflective writing assignments
- Coordinate registration processes for IPE events
- Administer processes for alerting students when they are in jeopardy of failing to meet requirements at checkpoints; automating processes wherever practical
- Maintain IPE course in LEARN to provide IP content to students potentially sourcing or developing additional content
- Coordinate speakers for interprofessional seminar course
- Execute promotional strategies by creating tools that inform and engage students in IP activities

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**IPE relies on strong relationship management and requires significant coordination with internal and external partners. Key responsibilities in managing internal relationships are to:**

- Work with colleagues in Professional Practice and Experiential to integrate IPE into existing strategies
- Collaborate with Experiential to develop new opportunities for students, employers and preceptors
- Support Regional Coordinators in rolling out IP activities in their regions
- Work with Experiential to refine assessments of students' IP competence
- Work with Experiential to track students' IP evaluations in clinical rotations
- Work with the Community Engagement Coordinator to streamline processes and minimize overlap
- Work with the Programmatic Assessment Manager in developing resources for students failing to demonstrate IP competence

**The Operations Coordinator works closely with the Manager to provide operational support to projects that further the IP mission and involve external partners. Strategy execution in its early stages and the IPE group is involved in a number of pilots that are targeted to become annual or semi-annual events. The Operations Coordinator plays a key role in creating templates and standard procedures that maximize efficiency and improve the student experience. In addition, the Operations Coordinator will:**

- Determine best practice for administering events
- Provide project management support, coordinating project tasks, tracking timelines and budgets
- Work closely with the Program Manager and key partners to solidify the interprofessional relationships the IP group is cultivating
- Create Standard Operating Procedures for projects and events so that activities are sustainable and can be easily replicated

*\*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**

- University degree or equivalent post-secondary education

#### **Experience**

- Experience in curricular planning and assessment; experience in creating effective operational processes
- Experience with Learning Management Systems (e.g., LEARN)
- Experience with Volunteer Management Software (e.g., Charity Republic) an asset
- Demonstrated project management and organizational skills; experience creating efficient processes
- Experience interacting with students, with senior administration, and contacts external to uWaterloo

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

- Advanced skills in MS Office suite of products, particularly Excel
- Ability to engage professionally with diverse groups, including faculty, staff, students, and prospective students

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- Demonstrated ability to take initiative and work independently and as a team member in a fast paced, dynamic environment
- Demonstrated ability to embrace change and adapt to an evolving environment
- Superior written and interpersonal communication skills
- Demonstrated aptitude for processing and attending to detail
- Demonstrated ability to multi-task, prioritize, and coordinate activities among numerous people
- Ability to proactively anticipate challenges and take the initiative to resolve issues before they become problems demonstrated judgment, tact, and diplomacy

### Nature and Scope

- **Contacts:** Pharmacy students and prospective 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:** Demonstrated ability to take initiative and work independently and as a team member in a fast paced, challenging environment. Ability to proactively anticipate challenges and take the initiative to rectify situations before they become problems. Demonstrated judgment, tact and diplomacy skills
- **Physical and Sensory Demands:** typical of an administrative position
- **Working Environment:** office-based; some evening and weekend work required