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Parent Policy: PGME Residency Program Administrator Policy

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## PGME Residency Program Administrator Job Description

<b>Office of Accountability:</b>	Faculty of Medicine & Dentistry (FoMD)
<b>Office of Administrative Responsibility:</b>	Postgraduate Medical Education (PGME)
<b>Approver:</b>	Program Administrators Advisory Committee (PAAC)
<b>Classification:</b>	Governance and Administration
<b>Scope:</b>	Compliance with this policy extends to all members of the PGME community.

### Purpose

This document outlines the job description for Residency Program Administrators at the University of Alberta. It embodies the principles in the parent policy and aligns with the General Standards of Accreditation for Institutions with Residency Programs as set by the Canadian Residency Accreditation Consortium (CanRAC). It additionally aligns with the applicable union agreement(s). Residency Program Administrators support residency programs accredited by the Royal College of Physicians and Surgeons of Canada (RCPSC) and the College of Family Physicians of Canada (CFPC).

### PROCEDURE

1. The Residency Program Administrator Job Description is intended to be used primarily as a guideline.
2. The Residency Program Administrator Job Description does not reflect the time required to administratively oversee non-resident learners such as medical students, fellows, observers, or other learners.
3. Residency Program Administrator responsibilities may vary slightly from the Job Description due to other factors, such as:
  - a. The Lead Resident(s) taking on some of the listed duties, including but not limited to call schedules (creation, maintenance, distribution), call stipends, academic half day attendance, etc.
  - b. The Educational Model, as the model will be dependent on the residency program's accrediting college (CFPC or RCPSC) and its own program training requirements.
  - c. The Residency Entry Stream, as some programs do not participate in the Alberta International Medical Graduate (AIMG) program and some programs do not accept sponsored resident trainees.



4. The Residency Program Administrator collaborates and works closely with the Residency Program Director but directly reports to a non-faculty supervisor such as an academic department manager or team lead.
5. Variations in the Job Description are at the discretion of either the academic department manager or team lead.
  - a. Where a Residency Program Administrator is required to administratively oversee learners who are not in the residency program or who are not rotating residents through the residency program specialty area, additional duties/responsibilities would need to be determined by either the academic department manager or team lead.
6. One year of on-the-job training is required to learn the essential skills for the Residency Program Administrator position.

## **JOB DESCRIPTION**

### **1. POSITION SUMMARY**

The Residency Program Administrator (PA) develops, coordinates, maintains, and supports the medical education administrative activities within the accredited residency program(s) they coordinate. The PA provides program-specific support to the Residency Program Director (PD) and other program leadership. The PA works both independently and within a team structure to administer many detailed complex tasks and projects.

### **2. PROGRAM ADMINISTRATION**

#### **a. Administrative Support to the Residency Program Director**

- i. Provides administrative support to the PD; Coordinates their calendar for program-related activities only (e.g. resident/program meetings, conference calls, etc.)

#### **b. Course Administration**

- i. Responsible for the program website (Google Site); creates new pages, updates information as needed, transitions to updated software as required
- ii. Updates and maintains the program calendar with academic sessions, events, and deadlines
- iii. Ensures rotation-specific objectives are current; distributes to residents as required
- iv. Coordinates resident eligibility for registration and participation in meetings, courses, and workshops
- v. Completes all program elective documentation (for both outgoing and incoming resident electives)
- vi. Closes and archives graduate files ensuring graduation certificate is present and complete
- vii. Organizes and tracks access for resident room, resident room computers, and web-based systems and platforms
- viii. Working with the PGME office, coordinates the completion and distribution of end-of-training certificates for trainees



**c. Scheduling Process**

- i. Develops draft rotation schedules for home program residents as well as off-service residents rotating within the home program's specialty area
- ii. Maintains, coordinates, and accommodates necessary schedule changes for all residents (including off-service residents)
- iii. Liaises with other departmental medical education offices for resident rotations within their supported program(s)
- iv. Ensures all resident curriculum needs are met
- v. May coordinate trainee call schedules (maintains and distributes)
- vi. Schedules incoming postgraduate electives and the assignment of preceptors and/or clinical service placement; communicates details to all parties involved
- vii. Reviews for accuracy vacation, conference and other absence requests for residents (including off-service residents); completes appropriate documentation and enters data into resident records, including entering into electronic tracking software (One45) and electronic schedules; may authorize leaves of absences on behalf of the Residency Program Director
- viii. Every block (q4 weeks), notifies residents of rotation and block information along with the specific goals and objectives for their rotations (for on and off-service residents)
- ix. Communicates and reschedules rotations for medical leaves of absence for residents

**d. Program Decisions**

- i. Identifies concerns/problems to the Residency Program Director and/or other program/department leadership (e.g. Competence Committee Chair, Team Lead, etc.) with regards to trainee leaves of absences, program extensions, etc.
- ii. Keeps the Residency Program Director apprised of deadlines that may affect the progress or success of resident completion of training.

**e. Document/Materials Development**

- i. Drafts and prepares letters, memos, reports, and transcribes confidential documents regarding residents academic status (e.g. reference letters, provisional status reports, letters of good standing, etc.).
- ii. Formats, updates, and maintains assessment information as directed by the RPC, adds updated information to the program website and assessment system.
- iii. Formats, updates, and maintains curriculum maps for time-based and CBD-based curriculum as directed by the RPC, including EPAs, training experiences, CanMEDS roles, and Academic Half Day (AHD); adds updated information to the program website or applicable assessment platforms.

**f. Policy Interpretation**

- i. Interprets program policies, procedures, and guidelines and liaises on behalf of residents with the Residency Program Director.
- ii. Liaises on behalf of the residents and Residency Program Director with the Office of Postgraduate Medical Education regarding PGME policies, procedures, and guidelines regarding requirements and exceptional situations.
- iii. Provides information regarding program policies, procedures, and guidelines to residents and other program stakeholders (e.g. RPC members, faculty members, etc.)



**g. System Administration**

- i. Maintains confidential and complete internal resident records; creates for new residents.
- ii. Creates and maintains electronic files in One45 for each individual resident trainee.
- iii. Utilizes and consults the Faculty Administration and Records Management (FARM) database to retrieve resident information regarding their record; informs the PGME office of any needed record changes (e.g. personal information such as address, name, leaves, etc.).
- iv. Utilizes and consults applicable assessment software for each individual resident trainee (e.g. One45, CBAS, .med suite, etc.).
- v. Oversees the generic Zoom account for the program.

**3. ASSESSMENT**

**a. Evaluation Process**

- i. Administers trainee evaluation process.
- ii. Collects staff evaluations via a web-based system.
- iii. Maintains web-based evaluations by distributing evaluations, monitoring receipts.
- iv. Ensures follow-up on incomplete assessments
- v. Compiles and analyzes data on resident evaluations of faculty
- vi. Coordinates six-month performance review meetings and final review meetings between the Residency Program Director (or delegate) and residents:
  1. Collates data, prepares statistics, and organizes resident records for 6-month performance evaluation process (e.g. exam marks, attendance summary, assessment data, etc.)
  2. Distributes six-month evaluations for each resident to the Residency Program Director (or delegate)
  3. Ensures all appropriate documentation is submitted to the PGME office

**b. Examination Process**

- i. Notifies residents of examination deadlines and schedules (e.g. specialty exams)
- ii. Schedules, coordinates, attends in-person and virtual Objective Structured Clinical Examinations (OSCEs), including:
  1. Confirms examiners, residents, and standardized patients, creates schedule, sets up examination stations and scenarios, formats exam documents (scenarios), distributes documents to examiners and (if applicable) standardized patients, books venues, provides technical support, communicates changes, organizes scoresheets, compiles and distributes final scores following exam completion
- iii. Schedules, coordinates and proctors other residents examinations such as oral exams, multiple choice questionnaires (MCQ), standardized assessment of clinical encounter reports (STACERs), etc., including:

1. Confirms examiners, books venues, compiles schedules, formats exam questions, organizes exam scoresheets, prepares examination rooms, compiles and distributes final scores following exam completion

**c. Curriculum Implementation and/or Maintenance**

- i. All Residency Programs:
  1. Attends and participates in PGME and RCPSC/CFPC meetings, information sessions, and workshops
- ii. CFPC Programs: Competency Based Achievement System (CBAS) and FieldNotes
  1. Utilizes, consults, and supports the CBAS sharepoint site for field notes and progress reports
  2. Prompts resident meetings with Academic Advisors (AAs)
  3. Notifies AAs of deadlines for completion of required assessments
  4. Supports implementation and maintenance of CBAS curriculum
- iii. RCPSC Programs: Competency Based Medical Education (CBME) / Competence by Design (CBD)
  1. Utilizes, consults, and supports the .med assessment software suite (CBME.med, DASH.med, and DATA.med)
  2. Prompts resident meetings with Academic Advisors (AAs)
  3. Notifies AAs of deadlines for completion of required meeting forms
  4. Reviews EPA completion statistics and other program requirements
  5. Supports implementation and maintenance of CBD curriculum

**4. EDUCATIONAL ACTIVITIES**

**a. General**

- i. Prepares presentations for educational events, including but not limited to orientation, graduation, etc.
- ii. Adds resident-specific academic events to program Google calendar, creates posters, sends invitations as required.
- iii. Distributes notices of other educational activities to residents.
- iv. Provides administrative organizational support to program and resident-specific events such as resident journal clubs, program wellness activities, simulation sessions, and research days.
- v. Monitors and maintains records of resident attendance of both program and non program-specific residency training, including but not limited to PGME core curriculum training; collects certificates/attestations of completion of such training and records dates of completion in individual resident files, notifying PGME as required.
- vi. Arranges, attends, and supports resident retreat or program organizational meetings.

**b. Orientations**

- i. Coordinates annual program orientation event.
- ii. Organizes, compiles materials, presents, and acts as a resource in orientation sessions for residents annually (including software orientation and assessment system orientation as required).



- iii. Assists with the initial developing, and subsequent updating, of home and off-service resident program and rotation e-manuals.
- iv. Ensures orientation materials are distributed to off-services residents every block (q4 weeks).
- v. Tracks attendance and attestation of completion of residents for the annual mandatory PGME orientation.

**c. Academic Half Day**

- i. Schedules and coordinates didactic academic half day seminars; books classrooms, virtual sessions, recruits and follows up with speakers, assigns residents, organizes telehealth, adds presentation and handouts to program website and one45, communicates changes to residents and faculty; ensures curriculum guidelines are met.
- ii. Composes thank-you correspondence to external speakers on behalf of the program; may include resident evaluations of speakers.
- iii. Creates weekly academic half day attendance sheets; monitors attendance; compiles attendance data.

**5. COMMITTEE MEETINGS**

- a. Attends and supports the Residency Program Committee (RPC), Competence Committee (CC), and other program subcommittees as follows:
  - i. Arranges and coordinates meeting times and locations.
  - ii. Collaborates in the preparation of agendas and other meeting materials.
  - iii. Composes minutes for meetings for appropriate committee chair review and committee approval.
  - iv. Distributes meeting agendas and other meeting materials.
  - v. Ensures follow-up on action items and deadlines are met.
  - vi. Maintains membership lists; monitors member appointment dates.
  - vii. Maintains and prepares relevant documentation for each committee, including but not limited to assessment completion statistics (e.g. EPAs), terms of references, policies, procedures, and guidelines.

**6. ACCREDITATION**

- a. Acts as a primary program contact for the accreditation process of internal reviews (PGME, University of Alberta) and external reviews by either the RCPSC or the CFPC.
- b. Responds and triages requests from the PGME and/or RCPSC and/or CFPC
- c. Ensures RCPSC/CFPC standards are being met and discussed with the RPC on a regular basis
  - i. Keeps the Program Director apprised of any concerns or issues in meeting the standards of accreditation.
  - ii. Maintains accreditation review documentation.
  - iii. Maintains a Continuous Quality Improvement (CQI) review schedule for the program and program documentation (e.g. policies, rotation objectives, etc.).
  - iv. Ensures Inter-Institutional Affiliation (IIA) agreements are kept up to date.
- d. Assists with the creation and collation of accreditation materials
  - i. Formats, copy-edits, reviews, and uploads accreditation information to the Canadian Accreditation Management System (CanAMS) electronic accreditation system.

- ii. Obtains program accreditation data required (e.g. medical statistics, grant information, research, teaching facility lists, and publication data).
- e. Coordinates the accreditation review activities
  - i. Creates the review day schedule, following RCPSC guidelines, and coordinates with required stakeholders.
  - ii. Provides review day updates to attendees.
  - iii. Organizes town hall meetings prior to the reviews for all stakeholders.
  - iv. Meets with surveyors as required by the RCPSC.
  - v. Books rooms, arranges for catering, and coordinates virtual sessions.
- f. Acts as the surveyor liaison on the day of the review.

## **7. STAKEHOLDER COMMUNICATIONS, LIAISON, AND PUBLIC RELATIONS**

### **a. General**

- i. Acts as a primary program contact and resource for the PD, PGME, PARA, and either the RCPSC or CFPC; addresses resident and faculty enquiries.
- ii. Attends annual residency fair for medical students as required to promote the residency program; coordinates table displays and updates promotional materials/information.
- iii. Maintains the public-facing residency program website as well as the internal residency program Google Site, Drive, and Calendar.

### **b. CMG and AIMG Resident Recruitment & Selection**

- i. Acts as the primary program contact and resource for the Canadian Residency Matching Service (CaRMS).
- ii. Collaborates with the Residency Program Director, RPC, and/or its subcommittees for CaRMS and/or other PGME-approved non-CaRMS candidate selection processes
- iii. Annually updates the CaRMS website with program information, assigns security/access level to file reviewers.
- iv. If applicable, annually submits updates for CanPREPP portal website; updates the public-facing University of Alberta program website (either directly or by submitting updates to the applicable internal web/communications staff).
- v. Coordinates in-person and/or virtual recruitment events with interested candidates, including but not limited to Recruitment Day, Town Halls, and Fireside chats with the Residency Program Director, faculty, and/or residents.
- vi. Attends recruitment events, assists with set-up and coordination of function.
- vii. Distributes candidate applications and interview grading rubric to interviewers; collects and collates interviewer scores; prepares summary of applicants and interviewer scores for selection committee.
- viii. Assembles file reviewers into teams, assigns applicant files to be reviewed, ensures confidentiality agreements are signed.
- ix. Recruits faculty file reviewers and interviewers for the day.
- x. Recruits resident interviewers and tour guides for the day.
- xi. Coordinates and schedules interviews for candidates (notifies successful applicants of interview, assigns interview time, collects RSVPs for social activities, books meeting and interview rooms, requests catering, etc.).
- xii. Responsible for the smooth running of the interview day(s) (coordinates interviews, tour guides, etc.).



- xiii. Attends the rank-order meeting(s) to minute and assist interviewees with reviewing applicant information.

**c. Sponsored Resident Recruitment & Selection**

- i. Acts as the primary contact and resource for sponsored resident positions.
- ii. Screens candidate applications and CVs to ensure minimum requirements are met (English Language Proficiency, medical degree, etc.) and funding agreements are in place; forwards to file reviewers and/or selection committee for review.
- iii. Schedules interviews.
- iv. Following the PGME and national sponsored trainee offer process: distributes offer letters, follows up on offer process, keeps the PGME office informed of accepted offers.

**8. FINANCIAL**

- a. Creates, monitors, and balances the residency program budget for PGME-allocated program development grant funds.
- b. Ensures each resident uses their PGME-allocated professional development grant funds; assists residents with questions regarding the preparation of financial claims.
- c. Prepares financial assistance requests to the Residency Program Director and PG Dean on behalf of the program.
- d. Ensures payments to vendors for events, orders program related goods and services from preferred suppliers.
- e. May support the Residency Program Director with additional department or divisional funding
- f. Oversees annual renewal of subscription services for online educational products and trainee memberships.
- g. Completes and submits Lead Resident stipend information to PGME.
- h. Completes and submits resident on-call timesheets for payment for each rotation every block to AHS Academic Medicine; ensures on-call regulations are followed.

**9. OTHER RESPONSIBILITIES**

- a. Works as a team player within the program's departmental medical education office (including but not limited to participating in the orientation of new program administrators, vacation coverage and back-up for other program administrator team members, etc.).
- b. Ensures the ongoing maintenance of the desk manual for the position.
- c. Participates in professional development conferences/seminars/workshops based on individual learning needs.
- d. Represents the program and attends meetings with the program's home department, PGME, and FoMD, as follows:
  - i. Participates in home and/or cross-departmental Program Administrator/Medical Education meetings.
  - ii. Participates in the quarterly PGME Program Administrator meetings.
  - iii. Participates in PGME committees or working groups (by volunteer or as requested/required).





**KNOWLEDGE & EXPERIENCE REQUIRED FOR THE POSITION**

1. 3-5 years of experience in a medical education and/or academic environment with extensive involvement in post-secondary educational procedures at an administrative level.
2. Computer proficiency in a Windows environment using Microsoft applications (Word, PowerPoint, Excel).
3. Advanced experience with Google Apps (Mail, Drive, Docs, Sheets, Sites, Calendar, Meet).
4. Familiar with a variety of other electronic platforms and software an asset (e.g. Zoom, Adobe Acrobat Pro, Campus Solutions/Peoplesoft, One45 Altus Assessments, Cascade, etc.).
5. High level of tact and discretion; must be able to maintain absolute confidentiality.
6. Excellent interpersonal skills with the ability to interact and work with diverse individuals and organizations.
7. Excellent editorial and proofreading skills.
8. Exceptional written and oral communication skills.
9. Experience taking minutes.
10. Strong accuracy and attention to detail.
11. Strong organizational and planning skills.
12. Proven ability to prioritize and manage multiple and diverse tasks under minimal supervision.
13. Ability to take initiative and exercise sound judgment.
14. Ability to deal with a complex work environment.
15. Good working knowledge of University of Alberta and PGME-specific policies, procedures, guidelines.

## DEFINITIONS

Definitions are listed in the sequence they occur in the document (i.e. not alphabetical).

Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use.	
<b>Program Administrator</b>	<p>Refers to any position that supports any formal administration required for a residency program to meet its educational requirements. These positions may be uniquely titled depending on the structure of the program's department under which it falls.</p> <p>Includes (but is not limited to): Program Administrator, Administrative Assistant, Program Coordinator, etc.</p>
<b>General Standards of Accreditation for Institutions with Residency Programs</b>	The General Standards of Accreditation for Institutions with Residency Programs are national standards that apply to the accreditation of institutions with residency programs. These standards are maintained by the Canadian Residency Accreditation Consortium which includes the Royal College of Physicians and Surgeons of Canada (RCPSC), College of Family Physicians of Canada (CFPC), and Collège des médecins du Québec (CMQ). The standards apply to faculties of medicine, postgraduate offices, and learning sites, written to provide a framework which aims to provide clarity of expectations, while maintaining flexibility for innovation.
<b>Canadian Residency Accreditation Consortium or CanRAC</b>	The Canadian Residency Accreditation Consortium is composed of the three residency education accrediting colleges in Canada: Royal College of Physicians and Surgeons of Canada (RCPSC), College of Family Physicians of Canada (CFPC) and Collège des médecins du Québec (CMQ).
<b>College of Family Physicians of Canada or CFPC</b>	The College of Family Physicians of Canada is the professional organization that establishes the standards for and accredits postgraduate family medicine training in Canada.
<b>Royal College of Physicians and Surgeons of Canada or RCPSC</b>	The Royal College of Physicians and Surgeons of Canada is the national professional association that oversees the medical education of specialists in Canada.
<b>Residency Program Committee (or equivalent)</b>	The committee (and subcommittees, as applicable), overseen by the Residency Program Director, that supports the Residency Program Director in the administration and coordination of the residency program.
<b>Program Director</b>	Refers to the individual responsible and accountable for the overall conduct and organization of the residency program.