

## CIVIL SERVICE POSITION DESCRIPTION

**INCUMBENT:** CSN: N10157.001 FLSA STATUS: Non-Exempt

**PRESENT CLASSIFICATION:** Medical Education Program Coordinator **DATE:** August 2022

**DEPARTMENT/DIVISION:** Pediatrics/Pediatric Medical Education (UGME & GME)

### Position Function

This position provides administrative support to the Residency Program in the Department of Pediatrics in the planning, development and implementation of said program as it relates to Medical Education. This position works as a team with the support staff in the Department.

### Organizational Relationship

This position reports directly to the Pediatric Residency Program Director, who reports to the Chairman of the Department of Pediatrics, who reports to the Dean of the School of Medicine, who reports to the Executive Associate Dean, who reports to the Dean and Provost of the School of Medicine, who reports to the Chancellor of SIU Carbondale.

### Duties and Responsibilities

The following information is intended to be representative of the work performed by incumbent in this position and is not all-inclusive. The omission of a specific duty or responsibility will not preclude it from the position if the work is similar, related, or a logical extension of position responsibilities.

#### **I. Graduate Medical Education**

**85%**

- A. Participate with the Residency Administration Team in the preparation and interview process during the recruitment season. Specifically, responsible for the following.
  - 1. Update and edit program policy manuals and assist with the preparation of recruitment day materials.
  - 2. Development of orientation and curriculum materials for residents.
  - 3. Review student applications in the ERAS system. Ensure the methods for reviewing applications are current.
  - 4. Represent the Pediatrics Department in a professional manner to all applications in person and through electronic correspondence
  - 5. Work with the Program Director to prepare rank order list of applicants for the National Resident Matching Program (NRMP)
  - 6. Develop and maintain applicant data bases; staff residency selection and applicant ranking committees; submit credentials for approval by affiliated hospitals, prepares resident rank order lists to the corresponding matching programs by deadline.
  - 7. Regularly monitor the program website to ensure information is current.
  
- B. Work with the Residency Administration Team to ensure the appropriate program information and data are collected and maintained
  - 1. Establish and maintain a systematic file system with proper security measures for confidential documents.

2. Perform data management, tracking and reporting functions utilizing various Graduate Medical Education software programs including GME track, WebADS, ABP Portal and FREIDA.
  3. Manage computerized information systems related to collecting and storing data, generating management reports and documentation; maintains computerized and hard copy files of residency program records including New Innovations or other residency management software.
  4. Promptly update this information as needed and ensure that all necessary information for hospital reimbursement needs, as well as demographic data is provided.
- C. Assist the Program Director and the entire Residency Administration Team on an ongoing basis to ensure the program maintains compliance with the ACGME, RRC and American Board of Pediatrics requirements
1. Prepare, organize and participate in accreditation site visits and the program Self-Study. This includes gathering all materials needed as well as making arrangements for rooms, food and accommodations for site visitors and making appropriate appointments for site visitors.
  2. Assist the Program Director on an ongoing basis to ensure the residency program maintains compliance with the ACGME, RRC and American Board requirements
  3. Maintains awareness of RRC requirements regarding program coordinator time dedication and ensures program director, department administration and OCGME are aware of any potential conflicts with the requirements.
  4. Coordinates and prepares the agenda and minutes for the Program Evaluation Committee (PEC). Enters APE information and action items into New Innovations in a timely fashion.
  5. Maintains all program records
  6. Prepares and monitors Program Letters of Agreement
  7. Maintain proficiency in ACGME and specialty board requirements and monitors program compliance.
  8. Assist in preparation of documentation for site visits, the Self-Study, as well as for Internal Reviews. This includes gathering all requested data such as hospital admission rates, surgical outcomes, and other data from outside sources. Preparing for both internal reviews and site visits require large amounts of dedicated time on the part of residency coordinators
  9. Participates with the Program Director, the Residency Administration Team and the entire Pediatric Faculty in program planning and in the development of residency program academic and clinical requirements to ensure accreditation standards are maintained and met.
- D. Maintain resident evaluation system and provides feedback to the Program Director.
1. Tracks resident evaluations and conference attendance
  2. Maintains resident evaluation system and provides feedback to Program Director
  3. Manages confidential resident performance evaluations as well as evaluations of faculty and the educational program. Prepares reports and correspondence related to highly confidential materials
- E. Monitor schedules to insure compliance to ACGME work hour rules by both residents and faculty. Bring discrepancies to the attention of all affected parties for correction.
1. Prepares, coordinates and distributes residents' conference schedules with consultation from the Residency Administration team. Assist with all other program scheduling including, call schedules, clinic schedules and rotation schedules as needed.

2. Coordinate away rotations as requested by residents to ensure compliance with OGME and ACGME policies
  3. Notify the appropriate department staff and residents of any schedule changes.
  4. Ensure the accuracy of records regarding resident training and maintains documentation for program accreditation, ABP requirements, Medicare reimbursement, annual reports, and letters of recommendation needed when residents seek fellowship or private opportunities after graduation
  5. Organizes residency program workload; monitors status of work in progress and keeps the program director informed of activity priorities and deadlines
  6. Monitors resident wellness and seeks assistance if needed
  7. Ensures that residents comply with periodic surveys by the ACGME, GMEC, and the Office of Graduate Medical Education
  8. Monitor resident compliance will all program, institution and national deadlines and requirements.
- F. Provide information, support, and problem-solving assistance for residents and program faculty on a wide range of residency personnel and program issues.
1. Coordinates yearly in-service examination.
  2. Cooperates promptly and accurately with requests by the GMEC or OGME for information, documentation, etc.
  3. Advises Residency Administration Team of and assists in responding to and resolving resident issues and program administrative problems.
  4. Act as residency program liaison with the GME office and various other agencies, organizations and groups including but not limited to education commissions, accreditation councils, licensing organizations, and medical specialty boards. Prepare a variety of documentation associated with residency program operations; distributes documentation or retains records as appropriate.
- G. Participate in lifelong learning activities to gain and maintain sufficient knowledge and proficiency in ongoing job requirements, accreditation standards and board requirements.

## II. Academic Support

10%

1. Assist fellow support staff with the needs of the residency program staff. This includes but not limited to, coordinating meetings, conferences, and academic activities.
2. Answer telephones professionally, screening calls as appropriate, relaying messages, and handling questions in a timely manner.
3. Work with appropriate support staff to complete travel paper work for all travel related to the residency program.
4. Provide secretarial support to the medical education division, including but not limited to letters, memoranda, grant applications, abstracts, tables, graphs, slides, reports, vouchers, presentations, processing necessary managed care forms, licensing information, etc. The majority of this material contains confidential and sensitive material.
5. Participate in completion of division or department projects when assistance is requested.
6. Schedule meetings and conferences as directed. Request set-up of audio/visual equipment, reserve conference rooms, develop or arrange for handouts, as necessary. These meetings may be with groups internal and external to the School of Medicine.

7. Submit payment transactions requiring Procurement Card as needed. Submit the appropriate paperwork for each Procurement Card purchase to the Pediatric accounting staff.

### III. Other Duties

5%

1. Provide positive interdepartmental communication and interaction. Maintain harmonious working relationships with co-workers and assist them as directed.
2. Attend staff meetings as requested.
3. Participate as a "team coverage" member with other designated staff.
4. Other duties as assigned.

### Skills and Abilities Needed for the Position

- Sensitive to the needs of underrepresented minority populations.
- Demonstrates, by actions, commitment to the mission and the behavioral standards of SIU School of Medicine. Provides excellent service to both internal and external customers through collaboration and partnership; compassion and respect; integrity and accountability; diversity and inclusion; as well as continuous learning and improvement.
- Extensive knowledge of secretarial and general office practices and procedures.
- Extensive knowledge of spelling, grammar, punctuation, sentence and paragraph structure and formatting.
- Skill in oral and written communication.
- Ability to operate standard office equipment such as document production and reprographic equipment.
- Ability to utilize various software packages.
- Skill in exercising independent judgement, flexibility and discretion when setting priorities, implementing procedures, maintaining standards and resolving problems
- Skill in prioritizing, planning, working independently, and organizing projects and assignments effectively and efficiently
- Ability and skill in establishing and maintaining effective working relationships with other residency program personnel, faculty, staff, residents, students and the general public

### Responsibility

- A. Supervisory Controls: The supervisor, in conjunction with the person who occupies this position, will determine priorities as well as establish deadlines. This person will have the freedom to develop his/her own guidelines in order to complete the required duties in the proper time schedule.
- B. Guidelines: All functions of the position will be restricted by established rules, regulations, policies and procedures of the Department of Pediatrics and SIU School of Medicine. This position demands a high degree of confidentiality in the handling of patient information and records.

### Difficulty

- A. Complexity: This position requires the following skills and abilities:
  - Strong verbal and written communication skills
  - Organizational skills including time management and work flow.

- Willingness to accept responsibility and to be accountable for actions.
- Ability to work in an organized self-directed fashion.
- Computer and telephone skills
- Great attention to detail
- Creativity and flexibility
- The ability to establish and maintain cooperative working relationships with clerical and professional staff.
- Ability to perform professionally
- Ability to interpret policies and procedures
- Expert knowledge of generally accepted business office practices
- Ability to work under pressure and interruptions

B. Scope and Effect: The work output from this position affects faculty, patients, residents & medical students, and internal and external staff. Routine decisions are made by the incumbent; more complex decisions are handled by the supervisor.

**Personal Contacts**

The incumbent interacts with faculty, administrative/professional, residents, medical students, clerical and administrative and clinical support staff within the department and the University. Outside of SIU, the incumbent interacts with offices of local and rural community-based physicians, hospital personnel, area agencies and staff.

**Environmental, Health and Safety Responsibilities**

Participates in meetings, trainings and other environmental, health and safety activities as required by SIU School of Medicine.

**Working Conditions**

See the attached *Physical and Environmental Requirements* form.

INCUMBENT: \_\_\_\_\_ DATE \_\_\_\_\_

REVIEWED BY: \_\_\_\_\_ DATE \_\_\_\_\_  
Mary Katherine Scott Siebenaler, MD, Director, Pediatric Residency Program

\_\_\_\_\_  
Justine Morgan, Assistant to the Chair

# PHYSICAL AND ENVIRONMENTAL REQUIREMENTS

## SIU SCHOOL OF MEDICINE

Incumbent: \_\_\_\_\_ Classification: **Medical Education Program Coordinator**

Position No. (If applicable): **SMS.CS.N10157.002** Department: **Pediatrics-SMS**

**WORK ENVIRONMENT: (Check all applicable environments)**

<input checked="" type="checkbox"/> Office	<input checked="" type="checkbox"/> Hospital
<input checked="" type="checkbox"/> Clinic	<input type="checkbox"/> Warehouse
<input type="checkbox"/> Research Laboratory	<input type="checkbox"/> Outdoors
<input type="checkbox"/> Other (Be Specific): _____	

PHYSICAL DEMANDS:	Seldom	Occasionally	Frequently	Constantly	N/A
(Indicate frequency of activity during performance of position duties)	(Performed rarely less than 2% of the time)	(Performed less than 25% of the time)	(Performed 26% to 50% of the time)	(Performed 51% or most of the time)	

*(Click on the Physical Demands Definitions button at the bottom of the form for a list of physical demands definitions)*

Reading	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Writing	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Speaking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Close visual acuity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Travel	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hearing - Conversation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Hearing - Other Sounds	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Stooping	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Squatting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gross hand manipulation	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Fine hand manipulation	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working in dust, fumes, gases, or irritants	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working at heights	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in extreme cold, heat and/or humidity	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>
Working in close quarters	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climbing	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Operating motor vehicles	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sitting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>
Standing	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Walking	<input type="radio"/>	<input type="radio"/>	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>
Working above shoulder level	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twisting	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Kneeling	<input checked="" type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pushing or pulling	20 - 40 lbs.				<input type="radio"/>
Carrying	20 - 40 lbs.				<input type="radio"/>
Lifting	20 - 40 lbs.				<input type="radio"/>
Other (Please list): _____	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

I affirm the environmental and physical demands listed on this form are an accurate reflection of the requirements of this position to the best of my knowledge and belief.

I have read, understand and am capable of meeting the physical and environmental demands of this position.

Supervisor Signature \_\_\_\_\_

Date \_\_\_\_\_

Supervisor Name \_\_\_\_\_

Employee Signature \_\_\_\_\_

Date \_\_\_\_\_