

## **Working Title: Director, GME Education**

**Job Title: Director, Education**

**Job Code: 1066 Grade/FLSA: G/Exempt**

### **Job Summary**

Directs and oversees operations and strategic planning of education functions including (but not limited to) development of curriculum and/or content for classes, lectures, conferences, and other education materials specific to academic, continuing education, and/or international education programs. Supports the University of Utah's educational goals and mission. Acts as a catalyst between departments, faculty, staff, students, Graduate Medical Education and external entities to ensure continuity and quality of service in education.

### **Qualifications**

Bachelor's degree in Business Administration, or related area, or equivalency; eight years of progressively more responsible management experience; and demonstrated leadership, human relations and effective communications skills required.

Must have the ability to work independently with excellent communication and interpersonal skills including written and verbal, problem-solving skills, and the ability to diplomatically handle problems of a sensitive and/or confidential nature.

Must have a working knowledge of the following applications: MedHub, ERAS, NRMP, ACGME WebADS.

Must have a thorough understanding of specialty board requirements.

Must have an understanding of the Accreditation Council for Graduate Medical Education (ACGME) accreditation process and a knowledge of the common core and specialty requirements.

This position has no responsibility for providing care to patients.

Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.

### **Disclaimer**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

### **Essential Functions**

1. Directs the development and implementation of education objectives that are comprehensive, appropriate, and consistent with the University of Utah's goals and objectives through enhancement of the Exceptional Housestaff and Student Experience.
2. May oversee credentialing and certification programs.
3. Ensures all activities and requirements regarding education/certification programs are met through the ACGME, Graduation Medical Education and specialty boards.
4. Provides strategic direction by setting short and long-term educational goals, estimating budgetary requirements for educational program, housestaff, space and equipment planning, and implementing special projects and policies.
5. Develops strategies consistent with the University of Utah's continuous quality improvement program.
6. Oversees all aspects of housestaff resource management including recruitment and retention of assigned housestaff.
7. Forecasts staffing, capital and operating budget needs in evaluating and reporting on market sensitivity, financial analysis, space utilization review, housestaff performance evaluation, etc.
8. Ensures housestaff/educational program satisfaction by analyzing complaints, concerns and suggestions and providing appropriate follow-through.
9. Oversees the analysis and determination of appropriate staff mix to support housestaff/educational program needs.

10. Ensures competency of management/supervisory staff and housestaff through the development and/or presentation of educational programs and through on-going housestaff performance evaluation.

11. Markets and promotes new and existing educational programs and services to internal and external students and housestaff.

12. Participates in university-wide committees to establish housestaff/educational program service and administrative plans and policies.

13. Facilitates cooperative and collaborative community and institutional relationships.

## **Working Title: GME Operations Manager**

**Job Title: Manager, Operations**

**Job Code: 1074 Grade/FLSA: G/Exempt**

### **Job Summary**

Under minimal supervision, responsible for division/department educational operations, pertaining to administrative, financial, personnel, and organizational functions. Provides strategic support and leadership in planning, developing, and implementing programs to advance the mission and goals of the division/department education. Assists in evaluating current and proposed educational systems and procedures. Recommends ACGME/GME changes when necessary and assist in implementation of new processes. Acts as a catalyst between the department and its educational programs and housestaff to ensure continuity and quality of service and care.

### **Qualifications**

Requires a Bachelor's degree in a related area of assignment or equivalency and 4 years of progressively more responsible management experience. Background knowledge of assigned department's area of specialization in order to analyze, plan and draw conclusions for recommendations to superiors.

Demonstrated leadership skills in planning and directing employees and processes in order to effectively monitor and develop subordinates and to ensure the smooth operation of department. Completion of provided supervisory training within one year of employment may be required.

Must have the ability to work independently with excellent communication and interpersonal skills including written and verbal, problem-solving skills, and the ability to diplomatically handle problems of a sensitive and/or confidential nature.

Must have a working knowledge of the following applications: MedHub, ERAS, NRMP, ACGME WebADS. Must have a thorough understanding of specialty board requirements.

Must have an understanding of the Accreditation Council for Graduate Medical Education (ACGME) accreditation process and a knowledge of the common core and specialty requirements.

Applicants must demonstrate the potential ability to perform the essential functions of the job as outlined in the position description.

### **Disclaimer**

This job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities and qualifications required of employees assigned to the job.

### **Essential Functions**

1. Forecasts, develops and implements ACGME/GME policies and procedures in the areas of education, housestaff management and budgetary goals and objectives that are consistent with University of Utah's GME policies. Analyzes process outcomes and workflow to ensure and identify efficiencies in productivity and savings.
2. Markets and promotes new and existing programs and services to internal and external students/housestaff.
3. Participates in University-wide committees to establish educational standards and administrative plans and policies.
4. Monitors the appropriateness and effectiveness of service within the division in order to deliver outstanding service to both internally and externally to the division's education.
5. Ensures housestaff satisfaction by analyzing complaints, concerns and suggestions and providing appropriate follow-through.
6. Develops educational strategies consistent with the assigned departments continuous quality improvement program.
7. Ensures competency of housestaff through the development and/or presentation of educational programs and through on going housestaff performance evaluations. Oversees recruitment, training, orientation, and professional development of division housestaff in support of accomplishing the division's educational goals and mission.

## Essential Functions

### Administrative Responsibilities

1. Direct day-to-day operations of the program(s)
2. Oversee the Annual Program Evaluation (APE) by preparing a written plan of action with the Program Evaluation Committee. Monitor the action plan by tracking the progress of each initiative.
3. Update the ACGME Annual Program Review (ADS) with the Program Director.
4. Develop strategies with the Program Director on faculty development and continuous quality improvement.
5. Provide support for the program director, associate program director and housestaff
6. Co-direct meetings for program committees (program evaluation committee, clinical competency committee, etc.)
7. Revise and implement program policies in compliance with the ACGME/GME office
8. Counsel housestaff on program policies and procedures
9. Revise competency-based rotation goals and objectives and distribute to housestaff and faculty annually
10. Produce and distribute the manuals/handbooks for the housestaff
11. Produce and distribute the annual rotation schedule including entering and updating in MedHub
12. Produce and distribute the housestaff on-call schedules
13. Produce and distribute the didactic conference schedule
14. Manage program-wide events such as graduation and housestaff orientation
15. Maintain files on current housestaff and retain alumni housestaff files for future credentialing information
16. Executes Program Letters of Agreement (PLA) contracts between the program and affiliated sites
17. Executes housestaff contracts
18. Manage and proctor annual specialty in-service examinations
19. Track housestaff scholarly activity data for accreditation.
20. Communicate directly with the specialty board, specialty societies and other organizations
21. Collaborate with the GME office to ensure housestaff compliance with medical and controlled substance licenses, DEA number, BLS/ACLS/PALS, USMLE, TB test, flu shot, N95 respirator mask fitting, and computer training requirements
22. Report monthly on-call meal money for housestaff to the GME office

### Evaluation/Credentialing

1. Manage the distribution, tracking and filing of housestaff, faculty, and rotation evaluations in MedHub
2. Monitor housestaff work hours, run monthly work hour violation reports Report violation and action plan to the GME office.
3. Manage semi-annual housestaff reviews with the program director or associate program director, including a portfolio review
4. Manage housestaff procedures in the ACGME Case Log System and MedHub (if applicable)
5. Monitor housestaff board eligibility status
6. Process Moonlighting Authorization Forms
7. Process summative evaluations for housestaff completing the program or transferring out of the program
8. Manage verification of training forms

### Housestaff Recruitment

1. Manage applications through the Electronic Residency Application Service (ERAS) program
2. Assist the program director in screening and inviting candidates for interview
3. Update recruiting brochures, websites, and other materials provided to applicants
4. Review the required policy and document packet with candidates including the interview packet checklist and J1 visa forms
5. Schedule candidates for interviews with faculty, meetings with housestaff, and a tour of the facilities
6. Verify applicant eligibility including program selection policy, Educational Commission for Foreign Medical Graduates (ECFMG), and visa requirements
7. Assist the program director in submitting the rank order list to the National Resident Matching Program (NRMP)
8. Complete the annual GME Census Survey through GME Track to populate program's listing on FREIDA

### Program Accreditation

1. Advise the program director of the ACGME specialty's program requirements
2. Maintain accurate and easily retrievable records of housestaff training
3. Manage the ACGME Self-Study, including the 18-month reporting process, and site visits
4. Complete the annual ACGME program and housestaff updates
5. Direct the data for the ACGME Next Accreditation System (NAS)
6. Organize special/internal review with the GME office
7. Serve as a key participant in ACGME and GME office reviews

### Information Technology

1. Update specialty board websites annually
2. Create, implement and maintain program management software (MedHub)
3. Develop and maintain program and recruiting webpages

### Human Resources

1. Process and track housestaff absences in MedHub and for board qualification
2. On-board new housestaff to the program, including orientation
3. Assist in housestaff remediation
4. Manage the due process for housestaff probation and termination
5. Direct the Wellness Program
6. Attend to housestaff morale and respond to concerns
7. Manage the housestaff mentorship program
8. Maintain fellowship and job opportunity files

### Finance

1. Develop and implement the program(s) budget
2. Oversee program(s) budget
3. Process additional compensation forms for housestaff
4. Manage travel budget and may also be responsible for registering trip, early and final travel reimbursements for the program director, associate program director and housestaff
5. Process procurements for the program
6. Process procurements for housestaff using their education and travel funds

### Professional Development

1. Attend monthly GME program coordinator/manager meetings
2. Engage in life-long learning by taking courses that further professional growth, knowledge, and expertise to enhance program management skills
3. certification through Training Administration of Graduate Medical Education (TAGME)
4. Actively participate at a national level in a program coordinators' association (if one exists for the specialty), or other national meetings, e.g. involvement in the annual ACGME Coordinators Program or other relevant graduate medical education committees

Grade Minimum

Grade Maximum

Midpoint

First Quartile

Second Quartile

Third Quartile

Fourth Quartile

## Grade G

Annual	\$60,700– \$74,349	\$74,350– \$87,999	\$88,000– \$101,649	\$101,650– \$115,300
Hourly	\$29.18– \$35.74	\$35.75– \$42.30	\$42.31– \$48.86	\$48.87– \$55.43

- Meets minimum qualifications of job; however is fairly new to job and field, has little or no direct, related prior experience
- On steep learning curve, building both skills and knowledge as well as ability to handle job responsibilities
- Performs (or has demonstrated capability to perform based on prior experience) some/most job responsibilities with increasing effectiveness
- Possesses most/all of the basic knowledge and skill requirements, but may need to build upon them through experience
- May still be learning some aspects of job or developing expertise to handle them more independently and effectively
- Consistently exhibits many or most desired competencies to perform job successfully
- Performs (or has demonstrated capability to perform based on prior experience) all aspects of job effectively and independently
- Experienced in the job and possesses required knowledge and skills
- Consistently exhibits desired competencies to perform job successfully
- Seasoned and proficient professional
- Expert (or has demonstrated capability to perform as expert based on prior experience) in all job criteria
- Has broad and deep knowledge of own area as well as related areas
- Depth and breadth of experience, specialized skills, perspectives add significant value to institution
- Serves as expert resource and/or role model/mentor to others in similar jobs or to other areas at the College
- Placement in this quartile requires review and prior approval by the Cognizant Vice President and the appropriate Senior Staff member