



**Job Title:** GME Program Coordinator-Scheduler  
**Department:** Residency  
**Supervisor:** Residency Manager  
**FLSA Status:** Non-Exempt  
**Approved Date:** 12-2021

### **Position Summary**

Serves as educational program scheduler for provider, resident and community preceptors.

### **Essential Duties and Responsibilities** include the following. Other duties may be assigned.

1. Develop, monitor and modify complex clinic provider schedules, including call & preceptor assignments, to balance educational, continuity, and duty hour requirements with service needs. Serve as liaison with the clinic for all provider schedules.
2. Develop, monitor and modify hospital doc weekly schedule and weekend schedule for both FMS and OB rotations.
3. Develop, monitor and modify resident rotation schedules, coordinate rotation arrangements including procurement of Program Letters of Agreement and serves as liaison with residents, rotation site contacts, attending physicians, and residency faculty.
4. Establish/schedule dates, in advance of published schedules, for required curriculum meetings as needed for each faculty assigned to a curriculum. Sends invites, and makes updates as needed. Participates in residency curriculum committee meetings as needed to insure coordination of rotation schedules with educational requirements.
6. Participate in relevant residency meetings to provide input regarding scheduling issues.
7. Work with Credentialing Coordinator to establish and schedule dates for CCC meetings each spring and fall. Blocking schedules for all involved, sending invites, and making updates as needed.
8. Authorize provider time off (resident, faculty) according to CHCW policy and within structured parameters, ensuring availability to meet education and service demands.
9. Develops community preceptor schedules and serves as a liaison with community preceptors.
10. Collaborate in the construction of the Master Block Rotation schedule each academic year. Enter all rotations into New Innovations (NI) each academic year, making changes throughout the year. Ensures NI reflects residents assigned to Memorial and Ellensburg for THC/GME funding in compliance with applicable rules and regulations.
11. Archive supporting materials for reports and provides such documentation as needed.
12. Disseminate detailed schedule information to applicable parties in a timely manner ensuring adherence to scheduling protocols.
13. Work with corporate provider recruitment staff to schedule provider interviews; blocking schedules as necessary.

14. Meet with outside community contacts annually to thank them and to discuss any changes/additions that may need to be made to accommodate the needs of the residency schedule.
15. Responsible for problem solving all scheduling issues related to faculty/resident physicians, can be asked to work evenings/weekends to make necessary changes.
16. Provide support to residency program and clinical staff (faculty, resident physicians, program leadership, Physician Assistants, ARNP's and Behavioral Health Consultants).

### **Competencies**

To perform the job successfully, the following competencies should be demonstrated.

**Attendance/Punctuality** - Is consistently at work and on time, as established; ensures work responsibilities are covered when absent; arrives at meetings and appointments on time.

**CHCW Culture** - Treats people with respect; keeps commitments; inspires the trust of others; works with integrity and principles; upholds organizational values; follows policies and procedures; supports organization's goals and values; shows respect and sensitivity for cultural differences; follows instructions; responds to management direction; takes responsibility for own actions; keeps commitments; commits to long hours of work when necessary to reach goals; completes tasks on time or notifies appropriate person with an alternate plan; asks for and offers help when needed.

**Communications** - Speaks clearly and persuasively in positive or negative situations; listens and gets clarification; responds well to questions; demonstrates group presentation skills; participates in meetings; writes clearly and informatively; edits work for spelling and grammar; keeps others adequately informed; selects and uses appropriate communication methods.

**Customer Service for Internal and External Customers/Patients** - Manages difficult or emotional customer/patient situations; responds promptly to customer/patient needs; solicits customer/patient feedback to improve service ; responds to requests for service and assistance; meets commitments.

**Job Knowledge** - Competent in required job skills and knowledge; exhibits ability to learn and apply new skills; keeps abreast of current developments; requires minimal supervision; displays understanding of how job relates to others; maintains confidentiality per policy and regulations; fluent in Microsoft Office programs, including Word, Excel, PowerPoint and Outlook and job related software and computers; uses resources effectively; pursues training and development opportunities; adapts to new technologies; keeps technical skills up to date.

**Problem Solving** - Identifies and resolves problems in a timely manner; gathers and analyzes information skillfully; develops alternative solutions; works well in group problem solving situations; uses reason even when dealing with emotional topics; adapts to changes in the work environment; changes approach or method to best fit the situation.

**Planning/Organizing** - Prioritizes and plans work activities; uses time efficiently; plans for additional resources; sets goals and objectives; develops realistic action plans.

**Quality Management** - Looks for ways to improve and promote quality; demonstrates accuracy and thoroughness; applies feedback to improve performance; monitors own work to ensure quality.

**Safety and Security** - Observes safety and security procedures; determines appropriate action beyond guidelines; reports potentially unsafe conditions; uses equipment and materials properly.

**Teamwork** - Exhibits objectivity and openness to others' views; gives and welcomes feedback; establishes and maintains effective relations; exhibits tact and consideration; offers assistance and support to co-workers; works cooperatively in group situations; works actively to resolve conflicts.

**Qualifications**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Education and/or Experience**

Associate's degree or equivalent from two-year college or technical school in a related field and two years related experience and/or training; or equivalent combination of education and experience. Prior experience with scheduling software or database management preferred.

**Certificates, Licenses, Registrations**

Current driver's license and auto insurance

**Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel and talk or hear. The employee is occasionally required to stand; walk; reach with hands and arms and stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

**Work Environment**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is usually quiet.

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Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Employee Print Name

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

\_\_\_\_\_  
Date