



Job Title: GME Program Coordinator – Residency Scheduler
Department: Residency
Supervisor: Residency Manager
FLSA Status: Non-Exempt
Approved Date: 01-2022

Position Summary

Serves as educational program scheduler for faculty, resident, community preceptor, and student schedules.

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

1. Develop, monitor and modify complex faculty and resident schedules, including call & preceptor assignments, to balance educational, continuity, and duty hour requirements with service needs. Serve as liaison with the CWFm clinic and outside rotation sites.
2. Learn and use the Amion software system for schedule development and dissemination. Produce reports as needed. Provide Amion training to faculty and residents routinely.
3. Develop, monitor, and modify inpatient schedules for both Family Medicine and Obstetric Services.
4. Develop and process Program Letters of Agreements when necessary. Serve as liaison between residents, rotation site contacts, attending physicians, and residency faculty.
5. Work with the residency administrative team and leadership to coordinate faculty/resident educational meetings, in advance of published schedules. Participate in residency curriculum committee meetings as needed to insure coordination of rotation schedules with educational requirements.
6. Participate in Faculty meetings and Resident/Faculty meetings and provide input regarding scheduling issues.
7. Authorize and monitor resident/faculty time off according to CHCW policy and within structured parameters to ensure coverage meets education and service demands.
8. Work with the Clerkship Coordinator to develop medical student rotation schedules.
9. Collaborates in the completion of the Master Block Rotation schedule for each academic year.
10. Enter all rotation schedules into the New Innovations (NI) software program annually, and makes changes throughout the year as they occur. Ensure the THC/HRSA residents are scheduled accurately for reporting purposes.
11. Disseminate detailed schedule information to applicable parties in a timely manner ensuring adherence to scheduling protocols. Upload rotation templates into the respective New Innovations Curricular areas.
12. Works with CHCW recruitment staff to schedule provider interviews; blocking schedules as necessary.

13. Maintain and foster good working relations with outside preceptors and clinical facilities. Providing respective residency personnel with updates and information when received.
14. Provide support and information 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.

Employee Signature

Date

Employee Print Name

Supervisor Signature

Date