Appendix : Residency Administrative Support – Generic Role Description



**Responsibilities for Residency Administrative Support at UT PGME**

**Revised January 27 2014**

**Role**

A Program Administrator (PA)[[1]](#footnote-1) for a Residency Program at the University of Toronto is responsible for supporting the Program’s Director (PD), faculty and residents or clinical fellows[[2]](#footnote-2), and working with regulatory, educational and accreditation bodies as required. In most cases, the PA reports to the PD.

**Program Responsibilities[[3]](#footnote-3)**

**Scheduling**

* In consultation with the PD and in collaboration with program faculty, other programs and training sites, prepare a master schedule of core and elective rotations for all residents in the program.
* Accommodate within the master schedule requests for core and elective rotations for residents from other programs or universities.
* Enter the initial rotations into POWER and update as changes are made to the initial schedule.
* In collaboration with site coordinators, oversee scheduling of vacations and other short-term leaves from residency.

**Resident Registration and Orientation (Academic year begins July 1)**

* Appoint new and reappoint returning residents.
* Register residents from other programs or universities for electives.
* Arrange for needed appointments and re-appointments.
* Ensure that credentials are up to date for all returning trainees and update profiles for each resident with new contact information.
* Organize resident welcome and orientation activities.
* Ensure appointments for international trainees are submitted within work visa and Pre-Entry Assessment Program timelines

**Support for Residents and PDs throughout the Academic Year**

* Schedule and coordinate, in consultation with the PD and program faculty, other educational and related activities (e.g., research days, academic half days, resident wellness activities, retreats). The PA’s involvement in academic half-days may include logistics (e.g., finding and booking rooms, arranging for electronic equipment), identifying speakers and topics (in consultation with the PD), and may also include analyzing and reporting on feedback.
* Work with the PD in managing remediation activities.
* Manage, in consultation with the PD, changes to the initial rotation schedule (e.g., leave requests, respond to faculty or site requests).
* Assist residents with issues related to their training as they arise.
* Liaise with hospital sites regarding any issues related to resident training.
* Liaise with stakeholder organizations (e.g., Post Graduate Medical Education, hospital Medical Education office, College of Physicians and Surgeons of Ontario, Professional Association of Residents of Ontario, RCPSC/CFPC).
* Ensure residents submit their summative reports to the PD.
* Coordinate the process to select the following year’s chief residents.
* Document and maintain policies and procedures for the department.

**Support for Evaluation and Examination**

* Schedule exams (e.g., orals, mock orals, OSCIs), which may include recruiting and booking examiners, and locating and booking rooms for the exams.
* Work with program faculty to ensure evaluations are completed on time and submitted to PGME as appropriate.
* Manage the process for Structured Assessments of a Clinical Encounter (STACERs), including organizing practice STACERs, logistic arrangements, scheduling residents and faculty, and sending the reports to the Medical Education office at the University of Toronto and to the Royal College of Physicians and Surgeons of Canada (if applicable).

**Manage Financial Disbursements for Residents**

* Accept and submit call stipend claims for residents (if applicable).
* Prepare reimbursements for qualifying expenses (e.g., conferences).
* Provide assistance to residents as needed to complete the forms and ensure reimbursements are received in a timely fashion.

**Data and Information Management**

* Ensure all resident rotations are entered accurately into POWER.
* Update faculty and coordinator list in POWER periodically.
* Provide reports from POWER as required with assistance provided by PGME POWER Helpdesk as necessary
* Liaise with PGME regarding reconciliations for reporting of medical trainee days (MTDs).
* Be familiar with relevant components of the PARO-CAHO collective agreement regarding leave, call

**Information technology**

* Manage electronic files.
* Manage the program’s web portal for residents.
* Monitor PGCorEd module completion (if applicable).

**Canadian Resident Matching Service (CaRMS)**

* Prepare and update program descriptions for CaRMS with detail on current program contacts, selection criteria and process, curriculum and training sites
* Gain familiarity with CaRMS on-line portal and co-ordinate with file reviewers and PGME office as necessary.
* Receive and screen applications for residencies.
* Schedule interviews, coordinating with applicants and with PAs and PDs in other programs at the University of Toronto and in other universities.
* Communicate throughout the process with the applicants.
* Provide coordination for the Resident Selection Committee.
* Collate applicants’ scores from CaRMS interview process for the Resident Selection Committee, and input scores to the CaRMS site.
* Manage applications from non-CaRMS applicants.

**Program Reviews (External Reviews for the Royal College of Physicians and Surgeons of Canada and College of Family Physicians of Canada as well as Internal Reviews or Audits)**

* Research, retrieve, and enter data and information for the pre-survey questionnaire.
* Ensure all documents (e.g., binders, resident files) are updated and readily available for the reviewers.
* Schedule meetings for reviewers and manage logistics as required.

**Supports for Residency Administrative Support**

Depending on the size and nature of the residency program, the activities of residency administrative support can be shared with one or more of the following positions:

* Program coordinators,
* Administrative assistants,
* Site coordinators,
* Hospital coordinators,
* Program Director, and/or
* Department faculty.
1. This role may have a different name (e.g., Program Coordinator, Program Administrative Assistant); however, the responsibilities do not change. For larger programs, these responsibilities may be distributed across one or more positions (e.g., program assistants, administrative assistants, site coordinators, fellowship coordinator). [↑](#footnote-ref-1)
2. The remainder of this role description is written for residents; many of the responsibilities for fellows and for learners working towards a diploma are similar. [↑](#footnote-ref-2)
3. This role is managed as a part-time position for some programs. This role description includes only the activities related specifically to the PGME program and its residents. [↑](#footnote-ref-3)