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Parent Policy: PGME Program Administrator Policy

PGME Program Administrator Job Description

Office of Accountability:	Faculty of Medicine & Dentistry (FoMD)
Office of Administrative Responsibility:	Postgraduate Medical Education (PGME)
Approver:	Program Administrators Advisory Committee (PAAC)
Classification:	Governance and Administration
Scope:	Compliance with this policy extends to all members of the PGME community.

Purpose

This document outlines the job description for Residency Program Administrators and Area of Focused Competence (AFC) at the University of Alberta. It embodies the principles in the parent policy and aligns with the General Standards of Accreditation for Institutions with Residency Programs as set by the Canadian Residency Accreditation Consortium (CanRAC). It additionally aligns with the applicable union agreement(s). Program Administrators support residency and AFC programs accredited by the Royal College of Physicians and Surgeons of Canada (RCPSC) and the College of Family Physicians of Canada (CFPC).

PROCEDURE

1. This document is intended to be used primarily as a guideline.
2. This document does not reflect the time required to administratively oversee learners outside of accredited residency and AFC programs, such as medical students, fellows, observers, or other learners.
3. Program Administrator (PA) responsibilities may vary slightly from this document due to other factors, such as:
 - a. The Lead Resident(s) taking on some of the listed duties, including but not limited to call schedules (creation, maintenance, distribution), call stipends, academic half day attendance, etc.
 - b. A program's educational model, as the model will be dependent on the program's accrediting college (CFPC or RCPSC) and its own program training requirements.
 - c. The program's entry stream, as entry streams (and therefore related duties) vary based on participation in a national matching service, re-entry, sponsored trainees, etc.

4. The PA collaborates and works closely with the Program Director (PD) but directly reports to a non-faculty supervisor such as an academic department manager or team lead, as per collective bargaining agreements.
5. Variations in the Job Description are at the discretion of the direct supervisor.
 - a. Where a PA is required to administratively oversee learners who are not in the program or who are not rotating trainees through the program's specialty area, additional duties/responsibilities would need to be determined by the direct supervisor.
6. One year of on-the-job training is required to learn the essential skills for the PA position and to gain an understanding of the nuances of the program and how it functions..

JOB DESCRIPTION

1. POSITION SUMMARY

The Program Administrator (PA) develops, coordinates, maintains, and supports the medical education administrative activities within the accredited program(s) they coordinate. The PA provides program-specific support to the Program Director (PD) and other program leadership. The PA works both independently and within a team structure to administer many detailed complex tasks and projects.

2. PROGRAM ADMINISTRATION

a. Administrative Support to the Program Director

- i. Provides administrative support to the PD; Coordinates their calendar for program-related activities only (e.g. trainee/program meetings, conference calls, etc.).

b. Course Administration

- i. Responsible for the program's internal trainee website (e.g. Google Site); creates new pages, updates information as needed, transitions to updated software as required.
- ii. Updates and maintains the program calendar with academic sessions, events, and deadlines.
- iii. Ensures rotation-specific objectives are current; distributes to trainees as required
- iv. Coordinates trainee eligibility for registration and participation in meetings, courses, and workshops.
- v. Completes all program/PGME elective documentation (for both outgoing and incoming electives).
- vi. Closes and archives graduate files.
- vii. Organizes and tracks access for trainee workspace, computers, and web-based systems and platforms.
- viii. Working with the PGME office, coordinates the completion and distribution of end-of-training certificates for trainees.

c. Scheduling Process

- i. Where trainees are represented by the Resident Physician Agreement, ensures that all scheduling regulations are followed (e.g. winter break, on-call, leaves, etc.).
- ii. Develops draft rotation schedules for home program trainees as well as off-service trainees rotating within the home program's specialty area.

- iii. Maintains, coordinates, and accommodates necessary schedule changes for all home program trainees (including off-service trainees).
- iv. Liaises with other departmental medical education offices for trainees rotations within their supported program(s).
- v. Ensures all program curriculum needs are met..
- vi. Coordinates trainee call schedules (creates, maintains, distributes).
- vii. Schedules incoming postgraduate electives and the assignment of preceptors and/or clinical service placement; communicates details to all parties involved.
- viii. Reviews for accuracy all leave requests (e.g. vacation, conference, etc.) for trainees (including off-service trainees); completes appropriate documentation and enters data into trainee records, including entering into electronic tracking software (e.g. One45) and electronic schedules; may authorize leaves of absences on behalf of the PD.
- ix. Every block (q4 weeks), trainees of rotation and block information along with the specific goals and objectives for their rotations (for on and off-service trainees).
- x. Communicates and reschedules rotations for unscheduled leaves of absence for trainees.

d. Program Decisions

- i. Identifies concerns/problems to the PD and/or other program/department leadership (e.g. Competence Committee Chair, Team Lead, etc.) with regards to trainee leaves of absences, program extensions, etc.
- ii. Keeps the PD apprised of deadlines that may affect the progress or success of trainee completion of training.

e. Document/Materials Development

- i. Drafts and prepares letters, memos, reports, and transcribes confidential documents regarding academic status (e.g. reference letters, provisional status reports, letters of good standing, etc.).
- ii. Formats, updates, and maintains assessment information as directed by the Residency Program Committee (RPC) or AFC Program Committee (AFC-PC), adds updated information to the program website and assessment system.
- iii. Formats, updates, and maintains curriculum maps as directed by the RPC or AFC-PC, including (but not limited to) EPAs, training experiences, CanMEDS roles, Academic Half Day (AHD), etc.; adds updated information to the program website or applicable assessment platforms.

f. Policy Interpretation

- i. Interprets program policies, procedures, and guidelines and liaises on behalf of trainees with the PD.
- ii. Liaises on behalf of the trainees and PD with the Office of Postgraduate Medical Education regarding PGME policies, procedures, and guidelines regarding requirements and exceptional situations.
- iii. Provides information regarding program policies, procedures, and guidelines to trainees and other program stakeholders (e.g. RPC or AFC-PC members, faculty members, etc.)

g. System Administration

- i. Creates and maintains confidential electronic filing and records for each new individual trainee in records management, assessment, and portfolio systems.
- ii. Utilizes and consults the Faculty Administration and Records Management (FARM) database to retrieve trainee information regarding their record; informs the PGME office of any needed record changes (e.g. address, name, leaves, etc.).
- iii. Utilizes, consults, and maintains the program's assessment and portfolio software for each individual trainee (e.g. One45, CBAS, .med suite, etc.); informs/contacts the relevant technology support teams for any errors/system issues.
- iv. Oversees the generic virtual meeting (e.g. Zoom) account for the program.

3. ASSESSMENT

a. Evaluation Process

- i. Administers the process for the evaluation of trainees via the program's web-based assessment/evaluation system.
 - 1. Compiles and analyzes evaluation data;
 - 2. Distributes evaluations and monitors receipts; and
 - 3. Ensures follow-up on incomplete assessments.
- ii. Administers the process for the evaluation of teaching faculty by trainees.
 - 1. Compiles and analyzes evaluation data;
 - 2. Distributes evaluations and monitors receipts;
 - 3. Ensures follow-up on incomplete assessments; and
 - 4. Annually (if circumstances permit), on behalf of the program and in alignment with process/procedure of the program's Department, distributes:
 - a. An anonymized summary (i.e. after 3 or more assessments have accumulated) of the previous academic year's evaluations of teaching faculty for and to each individual faculty member; and
 - b. A summary, regardless of the number of trainee respondents, of the previous academic year's evaluations of teaching faculty for each individual faculty member to the academic lead who has one-over authority over the teacher (typically the Chair or delegate).
- iii. Coordinates regular performance review meetings (at minimum every six-months) and final review meetings between the PD (or delegate) and trainees:
 - 1. Collates data, prepares statistics, and organizes trainee records for the performance evaluation process (e.g. exam marks, attendance summary, assessment data, etc.);
 - 2. Distributes the PGME six-month evaluations for each trainee to the PD (or delegate); and
 - 3. Ensures all appropriate documentation is submitted to the PGME office.

b. Examination Process

- i. Notifies trainees of relevant examination deadlines and schedules (e.g. specialty exams)
- ii. Schedules, coordinates, attends, and supports in-person and virtual Objective Structured Clinical Examinations (OSCEs), including:

1. Confirms examiners, trainees, and standardized patients, creates schedule, sets up examination stations and scenarios, formats exam documents (scenarios), distributes documents to examiners and (if applicable) standardized patients, books venues, provides technical support, communicates changes, organizes scoresheets, and compiles and distributes final scores following exam completion.
- iii. Schedules, coordinates, and proctors other examinations such as oral exams, multiple choice questionnaires (MCQ), standardized assessment of clinical encounter reports (STACERs), etc., including:
 1. Confirms examiners, books venues, compiles schedules, formats exam questions, organizes exam scoresheets, prepares examination rooms, and compiles and distributes final scores following exam completion.

c. Curriculum Implementation and/or Maintenance

- i. Attends and participates in PGME and RCPSC/CFPC meetings, information sessions, and workshops.
- ii. Utilizes, consults, and supports the program's assessment/portfolio software systems (e.g. CBAS, CBME.med, DASH.med, DATA.med, One45, etc.).
- iii. Prompts trainee meetings with Academic/Faculty Advisors; notifies advisors of deadlines for completion of required meeting forms.
- iv. Reviews and monitors statistics on program requirements (e.g. EPA completion)
- v. Supports implementation of new educational models and maintenance of program curriculum, as per the RCPSC/CFPC and PGME (e.g. Competency-Based Medical Education, Competence by Design)

4. EDUCATIONAL ACTIVITIES

a. General

- i. Prepares presentations for educational events, including but not limited to orientation, graduation, etc.
- ii. Creates and maintains a program-specific academic calendar (typically via Google calendar); creates posters and sends invitations as required.
- iii. Distributes notices of other educational activities to trainees.
- iv. Provides administrative organizational support to program and trainee-specific events such as journal clubs, wellness activities, simulation sessions, and research days.
- v. Monitors and maintains records of trainee attendance of both program and non program-specific training (e.g. PGME Core Curriculum); including but not limited to PGME core curriculum training; collects certificates/attestations of completion of such training and records dates of completion in individual files, notifying PGME as required.
- vi. Arranges, attends, and supports trainee retreats and other program organizational meetings.

b. Orientations

- i. Coordinates annual program orientation event.
- ii. Organizes, compiles materials, presents, and acts as a resource in orientation sessions for trainees annually, including overviews of/orientation to program-level processes (e.g. leave requests), communication expectations, assessment/portfolio systems, etc.

- iii. Assists with the initial development and subsequent maintenance of home and off-service program and rotation e-manuals.
- iv. Ensures orientation materials are distributed to off-services trainees every block (q4 weeks).
- v. Tracks attendance and attestation of completion of trainees for the annual PGME orientation (mandatory for some trainees, as dictated by PGME).

c. Academic Half Day (AHD)

- i. Schedules and coordinates didactic AHD seminars; books classrooms, virtual sessions, recruits and follows up with speakers, assigns trainees, organizes virtual, adds presentation and handouts to program website (and/or other relevant systems, such as one45), communicates changes to trainees and faculty; ensures curriculum guidelines are met.
- ii. Composes and distributes thank-you correspondence to external speakers on behalf of the program; may include trainee evaluations of speakers.
- iii. Creates weekly AHD attendance sheets, monitors attendance, and compiles attendance data.

5. COMMITTEE MEETINGS

- a. Attends and supports the RPC or AFC-PC, Competence Committee (CC), and other program subcommittees as follows:
 - i. Arranges and coordinates meeting times and locations;
 - ii. Collaborates in the preparation of agendas and other meeting materials;
 - iii. Composes minutes for meetings for appropriate committee chair review and committee approval;
 - iv. Distributes meeting agendas and other meeting materials;
 - v. Ensures follow-up on action items and deadlines are met;
 - vi. Maintains membership lists and monitors member appointment dates; and
 - vii. Maintains and prepares relevant documentation for each committee, including but not limited to assessment completion statistics (e.g. EPAs), terms of references, policies, procedures, and guidelines.

6. ACCREDITATION

- a. Acts as a primary program contact for the accreditation process of internal reviews (PGME, University of Alberta) and regular/external reviews by either the RCPSC or the CFPC.
- b. Responds and triages requests from the PGME and/or RCPSC and/or CFPC.
- c. Ensures RCPSC/CFPC standards are being met and discussed with the RPC or AFC-PC on a regular basis:
 - i. Keeps the PD apprised of any concerns or issues in meeting the standards of accreditation;
 - ii. Maintains accreditation review documentation;
 - iii. Maintains a Continuous Quality Improvement (CQI) review schedule for the program and program documentation (e.g. policies, rotation objectives, etc.); and
 - iv. Ensures Inter-Institutional Affiliation (IIA) agreements are kept up to date.
- d. Assists with the creation and collation of accreditation materials, including (but not limited to):

- i. Formats, copy-edits, reviews, and uploads accreditation information to the Canadian Accreditation Management System (CanAMS) electronic accreditation system; and
- ii. Obtains program accreditation data required (e.g. medical statistics, grant information, research, teaching facility lists, and publication data).
- e. Coordinates the accreditation review activities, including (but not limited to):
 - i. Creates the review day schedule, following RCPSC/CFPC and PGME guidelines, and coordinates with required stakeholders;
 - ii. Provides review day updates to attendees;
 - iii. Organizes town hall meetings prior to the reviews for all stakeholders;
 - iv. Meets with surveyors as required by the RCPSC/CFPC; and
 - v. Books rooms, arranges for catering, and coordinates virtual sessions.
- f. Acts as the surveyor liaison on the day of the review.

7. STAKEHOLDER COMMUNICATIONS, LIAISON, AND PUBLIC RELATIONS

a. General

- i. Acts as a primary program contact and resource for the PD, PGME, PARA, RCPSC or CFPC, and other stakeholders as applicable; addresses/responds to trainee and faculty enquiries or redirects them appropriately.
- ii. Maintains the public-facing program website as well as the internal program Google Site, Drive, and Calendar.

b. Recruitment & Selection

- i. Acts as the primary program contact and resource for interested candidates and, if applicable, any national matching service (e.g. the Canadian Residency Matching Service, or "CaRMS").
- ii. Coordinates table displays and/or updates promotional materials/information for recruitment and, if applicable and in order to promote the program, attends either:
 - 1. the annual University of Alberta residency fair for medical students; or
 - 2. other recruitment events specific to the program (as permitted/approved by the PA's direct supervisor).
- iii. Coordinates and attends in-person and/or virtual recruitment events with interested candidates, including but not limited to Recruitment Day, Town Halls, and Fireside chats with the PD, faculty, and/or trainees.
- iv. Annually submits updates for program descriptions on national matching services and/or recruitment web tools, such as CaRMS or CanPREPP, as well as public-facing University of Alberta program websites (either directly or by submitting updates to the applicable internal web/communications staff).
- v. Ensures confidentiality agreements are signed by all participants in the selection process (file review, interviews, selection committee).
- vi. Administers the file review process:
 - 1. Recruits faculty/trainee file reviewers
 - 2. Assembles file reviewers into teams and assigns applicant files to be reviewed
 - 3. Assigns security/access level to file reviewers
 - 4. Communicates deadlines and follows-up with file reviewers

5. Screens candidate application files and CVs to ensure minimum PGME, program, and, if applicable, provincial requirements are met, including (but not limited to):
 - a. English Language Proficiency (as per the College of Physicians and Surgeons of Alberta, or "CPSA")
 - b. Citizenship or Permanent Residency
 - c. Funding Agreements (if applicable)
6. Flags candidates that do not meet the minimum PGME, program, or, if applicable, requirements and notifies the PD (or delegate)
- vii. Administers the interview process:
 1. Recruits faculty/trainee interviewers
 2. Supports the PD, RPC or AFC-PC, or delegate(s) in the selection of candidates to be interviewed
 3. Coordinates and schedules interviews for candidates (e.g. notifies successful applicants of interview, assigns interview time, collects RSVPs for social activities, books meeting and interview rooms, requests catering, etc.).
 4. Responsible for the smooth running of the interview day(s) (e.g. coordinates interviews, tour guides, etc.).
 5. Distributes candidate applications and interview grading rubric to interviewers
 6. Collects and collates interviewer scores
- viii. Administers the selection process:
 1. collaborates with the PD, RPC or AFC-PC, and/or its subcommittees for candidate selection processes.
 2. Prepares a summary of applicants and interviewer scores for selection committee
 3. Attends the selection committee (or equivalent) meeting(s) to minute and assist interviewees with reviewing applicant information.
- ix. Where applicable outside of a national matching service, administers the offer process:
 1. Follows PGME (and any nationally-agreed to) processes and deadlines (e.g. National Sponsored Trainee Timelines, National Transfers, etc.)
 2. Drafts offer letters and, where required, seeks approval by PGME
 3. Distributes offer letters and follows up on responses
 4. Informs PGME of accepted offers and submits all required/relevant documentation for processing

8. FINANCIAL

- a. Responds to financial assistance requests to the PD and/or PGME Associate Dean on behalf of the program.
- b. Where there is funding available from the Physician Education Development (PED) grant:
 - i. creates, monitors, and balances the program budget for allocated program development grant funds;
 - ii. responds to inquiries from the PD and RPC or AFC-PC about available program funds or status of the program's budget; and
 - iii. responds to inquiries from trainees about the status of allocated resident development grant funds.

- c. Ensures payments to vendors for events, orders program-related goods and services from preferred suppliers.
- d. May support the PD in the administration of additional department or divisional funding.
- e. Oversees annual renewal of subscription services for online educational products and trainee memberships.
- f. Where trainees are represented by the Resident Physician Agreement, completes and submits (in accordance with any relevant deadlines):
 - i. Lead Resident stipend information to PGME; and
 - ii. resident on-call timesheets for payment for every block (q4 weeks) to AHS Academic Medicine.

9. OTHER RESPONSIBILITIES

- a. Works as a team player within the program's departmental medical education office (including but not limited to participating in the orientation of new program administrators, vacation coverage and back-up for other programs/team members, etc.).
- b. Ensures the ongoing maintenance of the desk manual for the position.
- c. Participates in professional development conferences/seminars/workshops based on individual learning needs.
- d. Engages in training on cultural safety and all forms of anti-racism, anti-Black racism, and anti-Indigenous racism.
- e. Represents the program and attends meetings with the program's home department, PGME, and FoMD, as follows:
 - i. Participates in home and/or cross-departmental Program Administrator/Medical Education meetings;
 - ii. Participates in the quarterly PGME Program Administrator meetings; and
 - iii. Participates in PGME committees or working groups (by volunteer or as requested/required).
- f. Maintains a basic familiarity with the applicable CanRAC General Standards of Accreditation (either for Residency Programs or for Areas of Focused Competence Programs) as well as the program-specific standards of accreditation.
- g. Maintains a basic familiarity with the relevant accrediting college's specialty-specific document suite (e.g. competency training requirements, competency portfolio, competencies, priority topics/key features, etc.).

KNOWLEDGE & EXPERIENCE REQUIRED FOR THE POSITION

1. 3-5 years of experience in a medical education and/or academic environment with extensive involvement in post-secondary educational procedures at an administrative level.
2. Computer proficiency in a Windows environment using Microsoft applications (Word, PowerPoint, Excel).
3. Advanced experience with Google Apps (Mail, Drive, Docs, Sheets, Sites, Calendar, Meet).
4. Familiar with a variety of other electronic platforms and software an asset (e.g. Zoom, Adobe Acrobat Pro, Campus Solutions/PeopleSoft, One45 Altus Assessments, Cascade, etc.).
5. High level of tact and discretion; must be able to maintain absolute confidentiality.
6. Excellent interpersonal skills with the ability to interact and work with diverse individuals and organizations.
7. Excellent editorial and proofreading skills.
8. Exceptional written and oral communication skills.
9. Experience taking minutes.
10. Strong accuracy and attention to detail.
11. Strong organizational and planning skills.
12. Proven ability to prioritize and manage multiple and diverse tasks under minimal supervision.
13. Ability to take initiative and exercise sound judgment.
14. Ability to deal with a complex work environment.
15. Good working knowledge of University of Alberta and PGME-specific policies, procedures, guidelines.

DEFINITIONS

Definitions are listed in the sequence they occur in the document (i.e. not alphabetical).

<p>Any definitions listed in the following table apply to this document only with no implied or intended institution-wide use.</p>	
Program Administrator or PA	Refers to any position that supports any formal administration required for a residency program to meet its educational requirements. These positions may be uniquely titled depending on the structure of the program's department under which it falls. Includes (but is not limited to): Program Administrator, Administrative Assistant, Program Coordinator, etc.
General Standards of Accreditation for Institutions with Residency Programs	The General Standards of Accreditation for Institutions with Residency Programs are national standards that apply to the accreditation of institutions with residency programs. These standards are maintained by the Canadian Residency Accreditation Consortium which includes the Royal College of Physicians and Surgeons of Canada (RCPSC), College of Family Physicians of Canada (CFPC), and Collège des médecins du Québec (CMQ). The standards apply to faculties of medicine, postgraduate offices, and learning sites, written to provide a framework which aims to provide clarity of expectations, while maintaining flexibility for innovation.
Canadian Residency Accreditation Consortium or CanRAC	The Canadian Residency Accreditation Consortium is composed of the three residency education accrediting colleges in Canada: Royal College of Physicians and Surgeons of Canada (RCPSC), College of Family Physicians of Canada (CFPC) and Collège des médecins du Québec (CMQ).
College of Family Physicians of Canada or CFPC	The College of Family Physicians of Canada is the professional organization that establishes the standards for and accredits postgraduate family medicine training in Canada.
Royal College of Physicians and Surgeons of Canada or RCPSC	The Royal College of Physicians and Surgeons of Canada is the national professional association that oversees the medical education of specialists in Canada.
Residency Program Committee or RPC	The committee (and subcommittees, as applicable), overseen by the Residency Program Director, that supports the Residency Program Director in the administration and coordination of the residency program.
Area of Focused Competence Program Committee or AFC-PC	The committee (and subcommittees, as applicable), overseen by the AFC Program Director, that supports the Program Director in the administration and coordination of the AFC program.
Program Director or PD	Refers to the individual responsible and accountable for the overall conduct and organization of the program.