

## **RESIDENCY PROGRAM COORDINATOR**

### **SUMMARY:**

The Residency Administrative Program Coordinator will provide comprehensive administrative support to the Residency Program Leadership. Under supervision of the Program Director, the Program Coordinator performs a variety of administrative and secretarial duties to support the Program, Program Leadership, Faculty, and Residents.

### **ESSENTIAL JOB DUTIES AND RESPONSIBILITIES:**

1. Supports and implements the organization's vision, mission, and value.
2. Determines priorities and method of completing daily workload in coordination with Program Director to ensure that all responsibilities are carried out in a timely manner.
3. Performs all job functions in a professional and courteous manner.
4. Represents the Residency Program as the first point of contact with internal and external stakeholders.
5. Stays abreast of residency program best practices by accrediting institutions; attends meetings, webinars, and in-person conferences as required.
6. Completes admin-user training on residency program software, acts as main point of contact with vendor, stays abreast of software features, trains new users, and assists existing users.
7. Manages all general administrative aspects related to the residency program, including but not limited to equipment and supply procurement; expense, invoice and timecard approvals; overall recordkeeping; meeting, travel, registrations, transportation and event coordination; in-meeting support, minute taking and follow-up tracking; ongoing upkeep of resident and faculty schedules.
8. Assists in writing, submitting and maintaining program related grants.
9. Maintains and updates activity and expense records; gathers data and drafts narrative reports for quarterly internal and external submissions.
10. Organizes and maintains an electronic filing system for the residency program and facilitates retrieval of information.
11. Under the supervision of the Residency Program Leadership, creates, edits, and publishes a variety of documents, agendas, reports, minutes, spreadsheets, tables, graphs, visual organizers, presentations, and surveys, among others.

12. Maintains the residency program master calendar, manages a variety of tracking systems, facilitates reminders and issues timely communication to incumbents.
13. Acts as communication liaison between the Residency Program Leadership and other Gracelight staff.
14. Acts as communication liaison between Gracelight's Residency Leadership and external residency partners.
15. Coordinates program conferences, interviews, tours, annual discussions, and mid-year/annual evaluations.
16. Coordinates semi-annual meetings with residents, regular advisor/advisee meetings, program evaluation meetings, graduate exit interviews, post CCC meetings, GMEC meetings, and any other residency program related meeting or event and maintains pertaining meeting records.
17. Maintains confidentiality on all verbal and written communication generated by the Residency Program Leadership and ensures effective transmission of information.
18. Participates in ongoing quality improvement activities related to individual, team, and organizational performance improvement.
19. Ability to travel between Gracelight sites and/or external partnership sites may be required.
20. Manages preceptorship coordination, onboarding and credentialing for residents and non-residents, such as medical and nursing students, and relay to appropriate parties, training coordination, equipment procurement, and record keeping.
21. Complies with organizational policies and procedures.
22. Must be willing and able to work at all locations as needed to meet patient care needs.
23. Performs assignments from Gracelight Executive Leadership.
24. Performs all other duties as assigned, some of which may be outside of business hours and/or on weekends.

**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 ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**EDUCATION/EXPERIENCE:**

1. Bachelor's degree in teaching and/or business administration or related area and/or equivalent combination of education and demonstrated experience.
2. Minimum of 2 years of administrative experience, preferably in a health care / educational setting.
3. Able to demonstrate proficiency in desktop applications, such as Microsoft Excel, Power Point, Word, Outlook, Teams, SharePoint, Office Suite; Adobe Acrobat; online platforms, and standard contemporary office practices.
4. Familiarity and / or competence in the use of scheduling software is highly preferred.
5. Demonstrates organizational skills to a high degree and strong follow-through skills.
6. Ability to communicate clearly and effectively with team members at all levels both orally and in writing.
7. Valid California driver's license with current automobile insurance.

**PREFERRED:**

Previous residency program coordination experience.

Project management skills.

**LANGUAGE SKILLS:**

Ability to read and interpret documents, such as policies and procedures, benefits information, benefit surveys, board minutes, routine mail, simple contracts, and procedure manuals. Ability to compose routine reports and correspondence. Ability to speak effectively with employees, visitors and management.

**MATHEMATICAL SKILLS:**

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, and the ability to apply concepts of basic algebra and geometry.

**OTHER SKILLS AND ABILITIES:**

1. Demonstrates ability and flexibility to work in other areas of the organization as needed.
2. Adheres to company's policies and procedures.
3. Demonstrates knowledge of current compliance standards for federal, state

and local regulatory agencies.

4. Maintains and promotes a safe work environment.
5. Demonstrates excellent communication skills, both oral and written.
6. Displays positive outlook on the job and promotes professional behavior always.
7. Diplomacy skills to work effectively in politically sensitive situations.
8. Demonstrated ability to build the trust and respect of patients, staff, colleagues, and other external contacts.
9. Excellent problem-solving skills required, including creativity, resourcefulness, timeliness, and technical knowledge related to analyzing and resolving medical problems.
10. Sensitivity to needs of culturally and linguistically diverse patient and employee population.