

Duke University School of Nursing Job Description

HR Title: Operations Coordinator

Working Title: Operations Coordinator, HRSA ANEW Project

Aid Job Code:2835

Job Level: 11

Revised Date: 3/24/2022

Occupational Summary

Supervise, coordinate and participate in a special project that entails planning and development activities to ensure successful establishment of the HRSA ANEW (APPLES) scholarship and Training grant within the School of Nursing. The Federally funded 4-year training grant focuses on the provision of scholarships to advance the nursing workforce focused on care of vulnerable youth and young adults with behavioral and mental health conditions.

Work Performed

Planning/Project Management & Coordination:

Manage the selection/registration of trainees receiving funding including updating the process, developing rubrics and applications, soliciting edits and assuring smooth operation of process.

Develop deadlines, processes and procedures and then supervise related procedures, processes, services and systems; train others in proper methods and procedures and ensure correctness of work.

Attended virtual HRSA trainee workshops and advise staff regarding program policy.

Research and develop new ideas and concepts for programs related to the grant, gathering materials and resources to supplement, expand or replace existing program components.

Monitor and evaluate program effectiveness, investigate trends, and recommend and implement modifications to improve program effectiveness.

Provide administrative support to staff within assigned program areas to support the accomplishment of program objectives; coordinate time schedules with didactic and clinical partners.

Participate in routine evaluation and reporting, ensuring deadlines are met and data is accurate.

Events:

Develop, plan, coordinate and administer activities including, but not limited to, informational seminars, workshops, short courses, multi-day and online trainings, events and other related programs.

Manage program details to ensure smooth delivery including, but not limited to, determining, securing and coordinating conference and meeting rooms, dining/break areas and other space requirements, and planning and coordinating accommodations, travel arrangements, end of program celebrations.

Materials:

Assist program team with strategies to ensure timely and accurate data reporting.

Assist with program methods for improving education and training resources for trainees and developing long-term plans for sustainability.

Complete clinical/camp/training site visits with faculty when appropriate and participate in dissemination of outcomes.

Coordinate delivery of needs with faculty to ensure the securing of necessary equipment and materials,

Communication:

Maintain liaison with other programs, offices and departments at Duke to coordinate program business and to accomplish program objectives; interface with external organizations as appropriate to ensure cooperative efforts partners regarding project planning, development and implementation, assist with planning and marketing of the project activities.

Establish appropriate timeframes and deadlines for evaluation reports and budgets.

Serve as the contact person for trainees, communicate using phone, learning management systems and written communication.

Supervise and coordinate correspondence to academic and clinical partners, students and project-related clients regarding training, events, applications and program details; respond to special or emergency needs of participants prior to, as well as during, the program.

Coordinate and/or participate in public relations activities to include preparing and supervising the production of newsletters and other promotional materials and/or publications, preparing press releases, designing ads and fliers, and responding to inquiries; develop plans and schedules for release of publicity materials.

Reporting:

Collaborate with faculty and project team to complete and submit required federal reporting documents in a timely manner.

Maintain secure and accurate data collection for reporting requirements.

Compile and prepare reports and analyses setting forth progress, adverse trends and appropriate recommendations or conclusions.

Be involved in the preparation of budgets; forecast, monitor, verify and reconcile expenditure of budgeted funds as appropriate.

Required Qualifications at this Level

Education/Training:

Work requires analytical, communications and organizational skills generally acquired through completion of a bachelor's degree program

Experience: This School of Nursing position requires two years of experience in program administration involving academic, or federally funded grant activities to acquire skills necessary to plan, coordinate and implement a variety of program activities and events. OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

Skills:

Innovative problem solving skills.

Ability to learn changing technologies related to academic program administration, grants and contracts management.

Full command of MS Office Suite (Word, Access, Excel, Power Point). Knowledge of calendaring/meeting scheduling, planning and booking travel

Experience with meeting facilitation and note-taking, including in-person and virtual meeting technologies such as Zoom –managing break-out rooms, waiting rooms, materials etc.

Ability to communicate both verbally and in writing with all levels of the organization

Ability to complete written reports, write and edit content for public facing websites and social media

Ability to manage and prioritize multiple projects/tasks simultaneously.

Knowledge of federal rules and regulations relating to grant and contract activity and ability to apply knowledge to Duke University policies and procedures

Knowledge of grant and contracts processes, systems and offices related to and/or involved in grant and contract management

Knowledge of responsible conduct of research, management of compliance issues.

Knowledge of grant Reporting/E-handbooks experience (HRSA reporting mechanism)

Experience with data Tracking/database management/comfort with spreadsheets

Familiarity with budgeting processes, annual projections and monitoring of monthly expenses

Familiarity with academic program operations such as learning management systems.

Experience purchasing equipment and supplies and reconciling expenses.

The intent of this job description is to provide a representative and level of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position.