

Duke University School of Nursing Job Description
HR Title: Operations Coordinator
Working Title: Program Manager, HRSA M-PACT CLINIC
Job Code:2835
Job Level: 11
Revised Date: 8/3/2022

Occupational Summary

Supervise, coordinate and participate in special project planning and development activities to ensure successful establishment of the HRSA M-PACT Clinic

Work Performed

Planning/Project Management & Coordination:

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. Advise students regarding program policy.

Research and develop new ideas and concepts for programs, 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 planning sessions with administration and faculty; advise on details relating to operations and recruitment of trainees.

Manage the selection/registration of students enrolled in the didactic and didactic + clinical courses, updating the process, developing rubrics and applications soliciting edits and assuring smooth operation of process.

Events:

Develop relationships with community partners to schedule clinical excursion and immersion experiences.

Plan, coordinate and administer activities including, but not limited to, seminars, conferences, 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:

Purchasing equipment and supplies and maintaining par-level inventory. Coordinate delivery of needs with faculty to ensure the securing of necessary equipment and materials. Process receipts for supplies, travel, and all other expenses related to the program.

Communication:

Maintain liaison with community partners, 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 time frames and deadlines for materials and related details.

Serve as the main contact person for students, 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 brochures, bulletins, 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. Represent assigned programs; serve on various committees and attend professional meetings as appropriate.

Reporting:

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

Training:

Perform other related duties incidental to the work described herein.

The above statements describe the general nature and level of work being performed by individuals assigned to this classification. This is not intended to be an exhaustive list of all responsibilities and duties required of personnel so classified.

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: Work requires three years of relevant experience. OR AN EQUIVALENT COMBINATION OF RELEVANT EDUCATION AND/OR EXPERIENCE

School of Nursing position requires three 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.

Skills:

Innovative problem-solving skills.

Orientation toward community engagement.

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

Ability to understand grants and contracts systems; requires solid working knowledge of MS Office Suite (Word, Access, Excel, Power Point).

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

Ability to manage and prioritize multiple projects/tasks simultaneously.

Ability to create verbal and written reports, write and edit content for public facing websites and social media.

Ability to understand federal rules and regulations relating to grant and contract activity and ability to apply knowledge to Duke University policies and procedures.

Knowledge of responsible conduct of research, management of compliance issues. 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 learn grant reporting/E-handbooks.

Experience with data tracking/database management/comfort with spreadsheets.

Familiarity with pedagogy, learning objectives, continuing education program applications and academic program operations such as learning management systems.

Familiarity with budgets, annual projections and monitoring of monthly expenses.

Familiarity with purchasing equipment and supplies and reconciling expense.