

Duke University School of Nursing

Job Description

HR Title: Program Coordinator, Senior

Working Title: ABSN Senior Program Coordinator

Job Code: 2901

Job Level: 11

Updated 12/29/22

Supervisor

This position reports to the ABSN Program Assistant Dean.

Essential Duties

- Manages the day-to-day operations of the ABSN Program office, room reservations, class and exam scheduling, and providing customer support for students. Consult with Program Assistant Dean, Program Chair, faculty, and administrators to assure all aspects of the ABSN program experience are coordinated and running appropriately.
- Collaborates and coordinates with faculty, administrators, and staff as it relates to ABSN program initiatives and the School of Nursing.
- Serves as a liaison between the ABSN Program with other departments in and outside DUSON including but not limited to Admission, Student Services, Educational Technology, other Academic Programs, Business Office, Evaluation, OGACHI, CITDL, and Facilities Management.
- Performs complex, diverse, and confidential administrative support for the Director of the ABSN program and ABSN Program committees.
- Coordinates the business and operations calendar for the ABSN program with input from appropriate committees.
- In collaboration with the ABSN Admissions Officer and ABSN Admissions Committee, coordinates the selection process for fall and spring cycles of admission to the ABSN program and admission and recruitment activities, such as on campus visits.
- Manages faculty advisor assignments and coordinates peer mentor assignments.
- Oversees review of ABSN handbook, manuals, policies and procedures, website, and DUSON Bulletin.
- Manages the peer and alumni tutor program.
- Facilitates the accumulation, categorization, and storage of all documents related to national program accreditation including synthesis of program minutes, reports and documents on a monthly and annual basis.
- Contributes to preparation of self-study for accreditation of ABSN program. This includes organizing and orienting staff, preparing all necessary supporting documents for

Resource Room, creating and coordinating agendas for the national accreditation team site visit.

- Tracks student accomplishments and progression in program; prepares outcomes reports.
- Manages and conducts student surveys; analyzes data and prepares/presents executive summary report to program committee.
- Oversees collection, aggregation, and synthesis of ABSN outcomes data and coordinates preparation of external reports including the annual report to the NC Board of Nursing.
- Interprets department policies and procedures, making decisions on specific operating problems; issues instructions in accordance with program policies and policies, consulting Program Director and EPC Chair as needed.
- Maintains and evaluates financial reports of the ABSN program and informs ABSN Program Director of financial state of projects/program. Monitors and verifies expenditures and ensures compliance with university and sponsoring agency policies and procedures.
- Plans, promotes, and executes a number of special events and meetings with diverse groups of administrators and departments within the school, medical center, and external stakeholders.

Education/Training requirements:

Work requires analytical, communication and organizational skills generally acquired through completion of a bachelor's degree program. A minimum of one year of program management and administrative experience, preferably in a college or university setting.

Experience:

Work requires at least 3 years of experience in an administration/management capacity preferably involving academia and including grant administration and skills and knowledge to provide program operational support. Must have excellent understanding of the complexities of operating across various departments within Duke University.

The position requires excellent program management/coordination, organizational, logistics, and planning skills. Strong people management and development skills are crucial. Additionally, the position requires strong interpersonal, cross-cultural, and communication skills in order to interact effectively with faculty, students, administrators, Duke University offices, outside vendors, and office personnel. The ability to make independent judgments in situations with a high level of ambiguity is critical.