# WAYNE STATE UNIVERSITY

| | DATE: 10/31/2023 |
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| **TITLE:** Program Managment Specialist | |

| HUMAN RESOURCES USE ONLY: | **SALARY TABLE:** AP | **CLASS CODE:** PE411 |
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| **UNION:** P&A Local 1979 U.A.W | **SALARY GRADE:** 12 | **EEO CODE:** 30 |
| **JOB GROUPING:** 30 | **FLSA:** Exempt | **EMPLOYEE CLASS:** PE |

## POSITION PURPOSE

The Program Managment Specialist is responsible for providing specialized program management toward the development, implementation, and maintenance of the Undergraduate Medical Education's Community Engagement clinical programs and/or projects aimed at improving medical student learning outcomes. Fosters a culture of success by providing specialized administrative and technical program management. In collaboration with the Director, this position will manage the administrative and technical program components of the Service Learning (SL) courses, Interprofessional Team Visit (IPTV), and Community Engagement Elective course programs. Provides local program interdepartmental database management, web portal using scripting language, clinical education data reporting and application support in collaboration with Wayne Computer and Information Technology (C&IT) and Medical School Information Systems (MSIS). This position reports to the Director, Office of Community Engagement within the School of Medicine.

| Essential Job Functions (Group similar job duties together). | % Time |
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| Partner with course directors in the planning and development of Service Learning (SL) course for year one and two medical student segments. Track student assignment completions, interface with faculty, monitor student course progress, implement procedural changes, send reminders to students, generate grading and operational reports, organize student groups, facilitate peer evaluations and attendance tracking. Communicate with students by providing technical support and general program inquiries. | 25% |
| In collaboration with Wayne Computer and Information Technology (C&IT) and Medical School Information Systems (MSIS), oversee interdepartmental database management and program applications. Provide resolution to programming challenges, synthesize, and monitor data quality, and manage critical student data program reporting. Subject matter expert (SME) of user interface SL web portals using scripting languages such as Java, JSP, JavaScript, and SQL. | 15% |
| Manage the administrative and technical components of the Interprofessional Team Visit Program (IPTV) encompassing 600+ cohort students across seven disciplines (Medicine, Athletic Therapy, Dentistry, Nursing, Occupational Therapy, Pharmacy, and Physical Therapy). Program administrative and technical support consist of assigning students' teams with the patients, reserving rooms for sessions, hosting virtual sessions, reviewing student assignments related to patient education, supporting faculty with electronic assignment submissions, assisting with patient recruitment, responding to student inquiries, and producing data reports for course continuous quality improvement (CQI). | 15% |

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| Prepare, organize, and produce course applications, orientation resources, reports. | 10% |
| Assist in the immersion of medical residents into programs, adding student group activities, develop grading materials for medical residents, organize online course materials platforms, and facilitate use of rubrics for student assessments. | |
| Review and respond to medical student requests seeking new ways to collaborate with community agencies. | 10% |
| Provide volunteer opportunity accessibility to external agencies websites to WSU portals by way of formalization of partnerships through Memorandums of Understanding (MOUs) with agencies, requiring signatures from key university officials (Senior Vice Dean for Medical Education, WSU Office of the General Counsel, and WSU Provost). | |
| Technical subject matter expert for Canvas navigation inquiries, training, and Rubric submission for faculty members, residents, and 600+ students. | |
| Design templates for patient education projects utilized by students and project deployed on WSU Digital Commons. | |
| Prepare agendas, schedule meetings, and send reminders for weekly course directors' meetings between the Office of Community Engagement Director and the Community Engagement Elective Course Director. | 10% |
| Maintain the Service-Learning web portals, provide hour reporting upload assistance to students, and accurately document Service-Learning project hours of 600+ students. | |
| Utilizing survey data to craft detailed descriptions of volunteer activities and establish SMART goals, lead Service Learning (SL), Community Engagement Elective (CEE), and Interprofessional Team Visit (IPTV) portals continuous improvement efforts across one hundred (100) volunteer clinics and mentoring/outreach sites. | 10% |
| Program documentation for 676 WSUSOM Patient Education projects on WSU Digital Commons to allow global access through SQL language. | |
| Organize and store project files for 600+ student groups in cloud storage Digital Commons platform. | |
| Other duties as assigned. | 5 % |

**WORK CONTEXT (**_This grid characterizes the position scope._

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| Job Reports to: | Director |
| Leadership Accountability: | Implements operating plans |
| Supervisory Accountability: | Supervises associates below supervisory level |
| Organizational Accountability: | Manages work group within a sub-unit of a department |
| Financial Accountability: | Monitors expenditures |
| Customer Accountability: | Interfaces with customers outside the S/C/D |
| Freedom to Act: | Subject to general input from supervisor |

## MINIMUM QUALIFICATIONS

**Education**   Bachelor's degree

- Bachelor's degree in Computer Science, Information Systems, Business, Healthcare Administration, or related field from an accredited institution preferred. Equivalent combination of education and/or experience may be accepted.

**Experience**   Experienced (minimum 2 years of job-related experience)

- Two to four years of experience with educational technology and program management in higher education or healthcare preferred.

- Experience using various scripting languages such as Java, JSP, JavaScript, and SQL required.

- Experience in data management, developing reports, and/or data visualizations using business intelligence and visualization software preferred.

- Designing course material in Learning Management Systems (Canvas), project design and project management methodologies preferred.

- Experience with interactive program design utilizing Adobe Creative Suite, including InDesign, Photoshop, Premier Pro, After Effects, etc.

- Experience coordinating, leading, and conducting organized large-scale programs/projects.

## Knowledge, Skills, and Abilities

- Knowledge of data collection and analysis techniques. Strong understanding of data sources, database design, and development logic and constructs especially as related to data warehouse technology. Able to download, merge, manipulate, analyze, and report on large amounts of complex data. Proficient with associated computer languages, applications and programs (i.e. TOAD, MS Excel, SQL, Python, Oracle Functions/Procedures, etc.).

- Excellent interpersonal and written communication skills with the ability to effectively engage with a variety of people. Skilled in writing procedures, guidelines, and application documentation. Able to communicate technical and analytical information verbally and in written reports.

- Ability to produce consistent quality work and meet established deadlines with strong attention to detail and follow-up on each task and assignment.

- Strong understanding of cutting-edge methods of data management and analysis across a large, complex institution. Proficiency with query language and statistical software.

- Mathematical skills, especially, interpreting mathematical information; ability to organize information; argumentation and logical thinking; understanding trends; scheduling or budgeting; online survey development, and measurement and data analysis.

- Technical expertise and experience in project management software, content management systems, and online survey development. Extensive technical expertise and experience in MS Office Suite.

- Demonstrate sound moral and ethical principles. Ability to manage and protect confidential information.

**Working Environment**

- Normal office environment.