

**POSITION:** **Program Assistant -- Nursing Education Services/ Nursing CPD/Student Training and Housing**

**PURPOSE:** It is the purpose of the Program Assistant for Area L AHEC to work directly, in a supportive manner, with the Director -- Nursing Education Services and the Director – Nursing CPD/Student Training and Housing; thereby, contributing to the improvement of the quality, quantity, and distribution of healthcare personnel, students and resources in the five counties of Area L.

**DUTIES AND RESPONSIBILITIES:**

- To handle the logistics for nursing and interdisciplinary continuing education lectures/workshops including program announcements/brochures, meeting room/equipment, reservations, refreshment arrangements, contractual agreements, correspondence to speakers, hotel and flight arrangements, participant registrations, handouts, participant/program invoices, honorarium payments, evaluations, program closeouts and provision of appropriate records for Nursing Credits.
- To serve as overall housing coordinator to maintain the housing database, assign housing for students on rotation as requested, assure that this housing is comfortable, clean and pleasantly furnished, conduct housing inspections and handle problems concerning housing, update apartments as necessary, and provide each student's housing orientation information prior to and/or on the first day of their rotation. (Must have the ability to travel to apartments after hours to meet the unexpected needs of students.)
- To assist in implementing preceptor university appointments and maintaining effective communication with preceptors and students.
- To maintain accurate student records and documentation of interdisciplinary training activities, including student information sheets, student self-assessments, housing agreements, and evaluations.
- To work directly with the Director -- Nursing Education Services and the Director – Nursing CPD/Student Training with all program/administrative-related assignments relevant to the discipline of nursing.
- To work closely with the Program Directors and the Director of Finance and Administration regarding program budgets and to insure that all reports, forms, and administrative request are completed on a timely basis to help contribute to the

financial and overall success of Area L AHEC and keep informed of any concerns, information, or problems concerning finances.

- To complete all program closings for nursing education and submit to the Director – Finance and Administration.
- To maintain accurate and up-to-date program files at all times.
- To apply and maintain files for all credits relating to respective disciplines for 7 years.
- To be responsible for handling the logistics for the nursing task force advisory committee meetings and take/prepare minutes.
- To provide back-up assistance to the Program Assistants with the prior approval from the immediate supervisors.
- To be responsible for receiving incoming calls for Area L AHEC in the absence of the receptionist as assigned.
- To maintain positive public relations skills.
- To attend all Central Staff/CPD and standing committee meetings.
- To be responsible for maintaining a current mailing list for the nursing and EMS programs.
- To maintain an up-to-date file guide.
- To serve on the Area L AHEC CPD Committee.
- To serve on the Area L AHEC Buildings and Grounds Committee.
- To assist as a back-up staff member for programs in the place of the Director - Nursing Education Services and the Director – Nursing CPD/Student Training if they cannot attend.
- To follow the Foundation’s Employee Handbook and General Guidelines.
- To attend staff development activities and utilize in-house staff development materials.

- To be responsible that the AHEC building, work areas, and vehicles are left in a clean and appropriate manner after each use.
- To assume additional duties and responsibilities as assigned by the President.
- To institute sound management practices.
- To practice effective work habits.
- To attend conferences relevant to her areas of responsibility.
- To work closely with all members of the Area L AHEC staff, area and state associates, and other colleagues.
- To work closely with the Foundation Board of Trustees as assigned by the President.
- To work closely with and support the activities of the President including following the instructions and directions given by the President.
- To inform the President immediately regarding issues concerning the health and safety of staff, students, program participants, etc.
- **Office Technology:** The person in this position uses standard office equipment: personal computer or laptop computer and printers, and telephone. Other equipment such as the copier, fax, and postage meter will be used as needed. Software used includes Word, Access, Excel, PowerPoint, Explorer and Outlook. Skilled data entry is necessary to ensure that accurate data is entered into the AHEC statewide registration system (Computerized Administrative System for Continuing Education or CASCE).

Computers are used for the majority of all written communication and documentation. Written materials may include letters, memos, reports, brochures, PowerPoint slides, and data entry. This person will assist in the development of office procedures and will have significant input into the format of templates and queries for reports. This person will then generate the appropriate document independently following standard office procedures.

This person must also be familiar with standard AV equipment (LCD, laptops, projectors, etc.) including set-up and instructions for others to operate in order to assist speakers. Must be able to set up PowerPoint presentations. Web casting skills are needed to be able to moderate when necessary for meetings and events.

- **Other:** This position performs under pressure and stressful conditions frequently to meet urgent deadlines to implement successful programs. This position is required to monitor faculty, vendors, and public contacts to assure deadlines are met. Stressful conditions may arise as the demands of programs or special activities require meeting specific deadlines. Examples of such deadlines are brochure production, preparation of large numbers of program materials by program date, and other time-lined activities. In many cases when several activities are going on simultaneously, the individual is reacting to many different deadlines on a daily basis. Program planning and implementation are unique to each program or activity. Programs may require duties specific to the program that may not be a regular responsibility. Examples may be the reconciliation of budgets with extensive program expenses and programs with detailed logistical support.

**MINIMUM QUALIFICATIONS:**

High school diploma or equivalency; or demonstrated possession of the competencies necessary to perform the work.

Valid NC Driver's License and some light lifting and moving ability.

Ability to manage confidential and sensitive information appropriately is essential.

**PREFERRED EDUCATION AND EXPERIENCE:**

Bachelors in administration or related field preferred or three to five years administrative experience or equivalent.

Demonstrate possession of knowledge, skills and abilities gained through at least two years of office/administrative assistant experience; or an equivalent combination of training and experience.

Should be well organized, self-directed, and independent; have the ability to interact with staff, faculty and the public.

Must be able to manage multiple responsibilities simultaneously and set priorities so that deadlines are met.

Experience in health care or education setting, planning, development and implementation of continuing education conference and workshops, as well as knowledge of medical terminology.

Significant interpersonal skills, customer-service orientation, attention to detail, flexibility and

adaptability.

Excellent oral and written communication skills; demonstrated effectiveness working as part of a team; must be computer literate in programs such as Microsoft Word, PowerPoint, Excel and database computer systems.

10/9/18

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