University of Ottawa, Faculty of Medicine  
Postgraduate Medical Education  
Program Director Job Description

Reporting to the Vice-Dean of Postgraduate Medical Education and the Chair of the Department, (or Chief of Division), the Program Director at the University of Ottawa Faculty of Medicine is responsible for the overall administration to drive the success of the residency program. In this capacity, s/he will ensure that the program meets all accreditation standards mandated by the relevant accrediting college and regulatory bodies (e.g. Royal College of Physicians and Surgeons of Canada, College of Family Physicians of Canada and College of Physicians and Surgeons of Ontario), as well as ensure trainees thrive in the learning environment, resulting in a superior educational experience.

Qualifications and Expectations

The Program Director must:

- Be a faculty member in good standing.
- Possess strong leadership ability.
- Possess ability to negotiate, mediate conflicts, advocate and resolve problems.
- Possess strong communication and interpersonal skills.
- Be able to interpret and apply policy and procedure and ensure proper follow up and reporting to appropriate senior leadership.
- Be familiar with performance management and is able to ensure that effective feedback is provided in a timely manner.
- Demonstrate commitment to continuous learning.
- Complete PULSE 360 evaluation tool within first year as a PD, and every 2 years thereafter.
- Attend 1 professional development workshop targeted toward Program Directors offered through ICRE (free for new PDs) or other approved training provider (PGME office to develop training offerings), within the first year of appointment.
- Complete Crucial Conversations within the first 2 years of appointment.

Resource Requirements

In order to adequately perform the duties of this role, the Program Director must have:

- Adequate protected time to carry out the responsibilities required.
- The support of the Department / Division Chair to ensure adequate resources are provided and that professional development opportunities are made available to the Program Director.
- Appropriate administrative support – Program Administrator (PA).
• Appropriately located and equipped office space in proximity to residents, the Program Administrator and resident files.

Duties and Responsibilities:

• Demonstrates knowledge of and adherence to accreditation standards.
• Complies with the guidelines as set out by the Royal College of Physician and Surgeons, and/or the College of Family Physicians to ensure the continued success and positive accreditation of the program.
• Collaborates with the Department Chair or Divisional Chair and key faculty members to prepare for accreditation review and provides requisite material for this purpose.
• Forms and chairs the program’s Residency Program Committee, and directs the program such that it meets the general and specific standards of accreditation. This includes the selection and scheduling of rotations, curriculum, other educational activities and events and educational sites.
• Oversees and assists in the development of the educational plan for the program.
• Participates in the Faculty of Medicine Postgraduate Education Committee.
• Leads, participates in, and upholds the residency match selection process with professionalism and ethical decision making (if applicable to the program).
• Plans and advocates for the growth of the program when indicated by workforce assessments and program quality and capacity.
• Completes program reviews in a timely manner, which includes reviews of:
  o each component of the educational experience, to ensure quality and that the educational objectives are being met;
  o goals and objectives manual or operations manual;
  o optimal use of available resources and facilities;
  o the evaluation system for assessment of resident performance in all domains based on the CanMEDS roles or the Four Principles of Family Medicine;
  o documentation required for accreditation;
  o opinions and concerns of the residents as well as formal resident evaluation of faculty, rotations and curriculum.
• Participates actively in program reviews and prepares documentation as required for purpose of accreditation.
• Has a working knowledge of policies and procedures within PGME and Post Graduate Council of Faculties of Medicine (as posted on the uOttawa PGME website).
• Ensures compliance with PARO-CAHO contract.
• Provides support and guidance to the Program Administrator and constructive feedback as required.
• Acts as a liaison between PGME Office and Department, and communicates pertinent information effectively.
• Facilitates career planning and participates in training and development planning and implementation for residents to ensure they have access to continuous professional development.

• Organizes and participates in the admissions process through a residency matching service e.g. CaRMS including interviewing, ranking and selecting candidates (if applicable to the program).

• Conducts regular reviews of individual performance and provides assistance, remediation and extra educational activities for improvement as required.

• Evaluates and recommends trainees for promotion in accordance with existing policies.

• Ensures residents are aware of the appeal mechanism and upholds fairness in procedure, reasonable timely decision-making and transparency within the program.

• Ensures that appropriate counseling services are made available to residents and responds to their difficulties such as those related to stress, their wellbeing and learning challenges. Advocates for the wellbeing and development of the residents, seeks assistance for remediation support from PGME such as the Wellness Office and other resources available.

• Ensures formal teaching events are organized, relevant and continuously updated.

• Ensures all required tools to complete reviews, evaluations and feedback mechanisms are in place.

• Ensures clear and efficient process is in place to facilitation the completion of ITERS within 28 days of rotation end to provide effectively and timely feedback to residents. Provides status reports to Department Chair or his/her delegate so that appropriate action can be taken.

Appointment Process

• The Program Director should be selected by processes put in place by the Department / Division Chair; all appointments and re-appointments must be approved by the Vice-Dean of PGME.

• The appointment will be for 3 years for Family Medicine, and for 5 years for all other programs, once renewable, provided that yearly evaluations are favourable.

Reviewed at PGEC May 27, 2015
Final version approved September 30, 2015 at PGEC