

## Program Coordinator

**Position:** Full-time, Permanent

**Starting Compensation:** \$62,000 – 70,000 with a comprehensive benefits package and pension plan.

**Location: Hybrid** - This position requires staff split their time between our Vancouver-base office at 200 Granville St., the assessment site (currently Langara College), and their own home (if desired).

### THE OPPORTUNITY

Are you an events professional who enjoys high-paced environments? Do you thrive on getting the details right and ensuring everything runs smoothly? And are you excited by the opportunity to address the health care crisis in this country? If this role speaks to you, keep reading!

The Nursing Community Assessment Service (NCAS) is looking for a Program Coordinator. This planning and coordinating role is critical for ensuring our high stakes nursing examinations run as planned and, that the hundreds of internationally educated health professionals who are seeking licensure in Canada can navigate our complex examination processes more easily. This position is ideal for a seasoned event planner who is energized by engaging with others, and who enjoys a balance of administratively detailed work along with event coordination. It may also be ideal for an RN or LPN who is interested in a unique way to combine their skills in health care with those in event management.

**NOTE:** NCAS currently runs its assessments on average two weekends each month, and occasionally runs training sessions in the evening; thus, some evening and weekend work will be required.

### WHO WE ARE

The Nursing Community Assessment Service is a testing service that is part of the BC College of Nurses and Midwives. BCCNM is empowered under the Health Professions Act to regulate the practice of all licensed practical nurses, nurse practitioners, registered midwives, registered nurses, and registered psychiatric nurses in British Columbia. Regulation helps to protect the public by ensuring that professional care or service received by the public is competent, ethical, and meets the standards that society views as acceptable. NCAS operates as a unique and independent unit within BCCNM.

BCCNM launched NCAS in January 2017 to assess the competencies of professionals seeking to enter nursing practice in BC and other parts of Canada. NCAS is a testing service that regulators rely upon to determine if an individual is safe to enter practice. We run a high-stakes assessment that includes a computer-based component that can be taken in computer labs around the world, and a simulation-lab component that must be taken at nursing simulation centers in Canada.

### WHAT WE BELIEVE

As western Canada's largest health profession regulator, we believe a diverse and inclusive team enriches our efforts to protect the public. We welcome applications from all who reflect the communities we serve, and especially encourage Indigenous Peoples and members of equity-seeking groups to apply. We believe diverse perspectives and experiences bring both innovation and better outcomes to the work we do and the decisions we make.

Each of us strives to meet our commitment to the following values to maintain a workplace that is welcoming, respectful, and supports the well-being of every BCCNM employee:

- Trust is essential
- Better together
- Speak the truth
- Protect the public
- Stay curious

## WHAT WE OFFER YOU

Our office is located at 200 Granville Street in Downtown Vancouver. To support a healthy work-life balance, we operate using a hybrid model. Employees enjoy a collaborative environment that offers flexibility to work both on-site and remotely each week.

As a valued member of our team, you can expect to be treated respectfully and professionally. While the workload is often busy, we are committed to supporting our staff to achieve work life balance. We value our staff and provide opportunities to thrive through professional development.

Aside from the opportunity to be part of a passionate team contributing to our important mandate of protecting the public, BCCNM offers an attractive compensation and benefits package for regular employees that includes generous annual vacation, 100% company-paid group health and dental benefits, participation in the Municipal Pension Plan, along with many other programs designed to promote employee health and well-being.

## THE POSITION

Reporting to the Manager of Operations, the Program Coordinator (PC) serves as a critical navigator for internationally educated nurses and others who complete our competency assessment virtually and on site. The PC helps register and schedule all staff and assessment takers and responds to their queries and needs. The PC also runs NCAS' Simulation Lab Assessment at a state-of-the art simulation lab at Langara College in Vancouver, BC. Assessments run like clockwork and involve 15-20 support staff on any given day plus examinees. The PC guides and coaches all assessment centre staff, and must be able to think critically, and solve problems in the moment.

## KEY RESPONSIBILITIES

Reporting to the NCAS Manager of Operations the PC will:

- Effectively communicate the information, scheduling, and navigation needs of applicants seeking an assessment
- Coordinate simulation lab assessments, including scheduling all staff, room set-up, purchasing supplies, securing event dates, and providing oversight to all assessment centre staff including nurse assessors, actors and technicians
- Ensure the NCAS Simulation Lab Assessment and Computer-Based Assessment are delivered to the highest standards of security, consistency, and confidentiality as per established standards, policies, and procedures
- Facilitate the flow of assessment days, including all aspects of the assessment taker experience
- Support the Manager of Operations in recruiting, contracting, and monitoring staff performance
- Facilitate and/or develop staff training and certification sessions
- Complete data entry, invoicing, contracts, timesheets, and manage all appeals and payments

- Report, respond to, resolve and/or escalate as necessary all assessment site incidents
- Create staff and applicant information materials, including website updates, newsletters, etc.
- Deliver, monitor, and lead continuous improvement efforts for the delivery of the assessment, and for assessment taker services
- Manage, test and improve on any technology platforms, apps, databases, and systems required to schedule staff and assessment takers
- Contribute to the day-to-day activities of NCAS, supporting all projects and programs contributing to organizational planning processes, and furthering NCAS' spirit of innovation
- Foster and maintain an organizational culture that promotes mutual respect, teamwork, and service excellence

### ESSENTIAL SKILLS AND QUALIFICATIONS

This ideal applicant for this position will have the following set of skills and experience:

- Associate's or bachelor's degree or an equivalent combination of experience and training in simulation education, assessment, program or events management.
- Minimum of two years complex events planning experience.
- Experience working in high-paced environment
- Demonstrated strengths in managing, coaching, and evaluating staff teams.
- Demonstrated experience resolving problems and addressing issues in real-time situations.
- Experience delivering customer service with speed, care, and attention to detail.
- Exceptional and dynamic interpersonal and communication skills – written and oral.
- Experience with navigating MS office tools, specifically excel spreadsheets and working on a variety of technology platforms and programs including project management programs.
- Demonstrated experience with administrative tasks including database management, developing PowerPoint presentations and other forms of communication, etc.
- An openness to learning, to taking on new challenges, and to supporting the growth of NCAS

The following will be considered assets:

- Nursing education and/or experience as an HCA or LPN
- Training in simulation education
- Familiarity with a variety of health care settings
- Familiarity with health care regulation
- Bilingualism – French/English

### APPLICATION INSTRUCTIONS:

Please forward your resume and cover letter, to [careers@bccnm.ca](mailto:careers@bccnm.ca). Please use "Program Coordinator" as the subject line of your email.

**Note:** References, education and professional credential verifications, and a criminal record check will be required for all final candidates.

To learn more about NCAS, please visit [www.ncasbc.ca](http://www.ncasbc.ca). Thank you for your interest in NCAS and the BC College of Nurses and Midwives To learn more about BCCNM, visit [www.bccnm.ca](http://www.bccnm.ca)