

## Standardized Patient Recruiter (USW Casual Position)

The Standardized Patient Program (SPP) is an educational support unit in the MD Program, Temerty Faculty of Medicine that provides simulated/standardized patients to support the teaching and assessment needs of the Faculty of Medicine, its hospital partners, and other Faculties at the University of Toronto as well as community partners.

### Purpose

The Standardized Patient Recruiter is responsible for correspondence related to the selection, recruitment, confirmation, and finding replacements of Standardized Patients (SPs) for teaching and simulation sessions, undergraduate Objective Structured Clinical Examination (OSCE), and other projects as required by the Standardized Patient Program.

### Education and Experience

- University degree or an equivalent combination of relevant education and experience.
- Minimum one year experience in simulated patient work and working with the Standardized Patient Program or a similar program.
- Background knowledge and understanding of SPs utilized in healthcare education.

### Knowledge, Skills and Abilities

- Familiarity with the Standardized Patient Program and Standardized Patients of SPP.
- Understanding of SP recruitment requirements for a project or exam.
- The ability to develop a pool of qualified SPs matching the blueprint.
- Proven ability to work within a team including SPs, trainers, staff and clients.
- Punctuality, flexibility, diplomacy and attention to detail.
- Availability which includes some weekends and evenings.
- Ability to remain calm and manage workload during peak recruitment times.
- Excellent verbal and written communications skills.
- Good planning, organization and problem-solving skills.
- Proven discretion in dealing with sensitive and confidential information.
- Good knowledge of MS Word, Excel and Outlook.
- Working knowledge of MS Access is preferred.
- Proficient in using video conference e.g., Zoom and other computer technology.

### Immediate Supervisor

Training and Recruitment Specialist at the SPP

### Responsibilities

#### Recruitment of SPs for Teaching & Assessment Sessions:

1. Shortlist SPs based on teaching and assessment blueprint or other requirements.
2. Liaise and confirm with SPP Recruitment and Training Specialist and/or Project Manager.
3. Assist with support and administrative duties as required.
4. Provide timely updates to Project Manager and/or Training Recruitment Specialist of challenges in recruitment efforts.

**Recruitment Expectations:**

1. Organize SP recruitment information related to client requirements, exam blueprints, demographics and other qualitative characteristics (age, gender etc.).
2. Clarify requirement details with Project Manager or Training and Recruitment Specialist if necessary.
3. Recruit and ensure clear communication to SP utilizing a SPP project recruitment template so that SPs understand the requirements of the project – training, dry run, and exam daytime and hours.
4. Document and discuss with SPP Recruitment and Training Specialist and/or Project Manager any concerns about SP availability.
5. Be proactive in finding timely SP replacements.
6. Participate in meetings with Project Manager and/or Training and Recruitment Specialist if required.
7. Maintain the security and integrity of secure materials and information.
8. Maintain confidentiality and avoid all possible conflict of interest situations.

**Compensation**

- \$26.04/hour (includes SP selection, recruitment, confirmation, correspondence and finding replacements)

**Challenges and Difficulties**

- Flexibility in relation to work schedule and load during weeks leading up to an exam or large project.
- If a recruiter is working on multiple recruitment projects, they must book out for these busy periods.
- Working around SP schedules, cancellations and client demands.
- Working in a busy environment with many overlapping projects.
- Communicating with large numbers of casual staff.