**Developing Job Descriptions/Responsibilities**

Building a strong administrative team is essential to the success of a continuing education (CE) program. Organizations in which staff and volunteers understand how their individual efforts contribute to achieving the program’s overall shared vision, mission, and goals experience a higher rate of success.

The Academy of General Dentistry (AGD) believes that PACE-approved organizations must assume specific administrative responsibilities to ensure the quality of their dental CE program. Understanding the PACE program’s expectations and each team member’s responsibilities will contribute to a less stressful environment and project a professional image to your attendees.

**Related PACE Standard**

*I. Administration:*

1. Administration of the program must be consistent with:

a. The goals of the program;

b. The objectives of the planned activities.

2. The program must be under the continuous guidance of an administrative authority and/or individual responsible for its quality, content, and ongoing content.

**Expectations**

The AGD PACE Council expects CE providers to develop individual job descriptions/responsibilities for each person in the organization who contributes to the CE program’s administration. These job descriptions or lists of responsibilities only need to relate to the CE program. However, if an individual has other responsibilities in your organization, you can submit his or her full job description and highlight the CE program responsibilities. It also is acceptable to submit an administrative or procedural manual that explains the overall process you have developed when offering your programs.

Job descriptions/responsibilities do not need to be overly complicated. The simplest format is to list each job title in your organization and then list, in bulleted format, a brief description of that position’s duties as they relate to the CE program.

To help ensure you’re meeting PACE expectations, we’ve put together this helpful checklist.

**Administrative Questionnaire**

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| **Who in your organization:** | **Name/job title** | **Staff or Planning Committee** |
| Assures compliance with PACE standards and guidelines? (I, C:C) |  |  |
| Establishes clear lines of authority and responsibility? (I, C:D) |  |  |
| Conducts the planning process? (I, C:D) |  |  |
| Ensures continuity of administration? (I, C:D) |  |  |
| Chooses the appropriate educational methods in consultation with an advisory committee, instructor, faculty, or potential attendees? (I, C:G) |  |  |
| Develops and maintains procedures for personnel changes to ensure program continuity? (I, C:E) |  |  |
| Assures that facilities and equipment are adequate and in good working condition, and adequate space is provided to accommodate the size of the intended audience? (I, C:G) |  |  |
| Assures that student-instructor ratio is appropriate to the information being presented, and that adequate support personnel are available to assist with the implementation of the course? (I, C:H, VIII, C:C) |  |  |
| Maintains accurate information on participants’ attendance? (I, C:I, XI) |  |  |
| Maintains course evaluation procedures? (I, C:I, X) |  |  |
| Maintains needs assessments procedures? (I, C:I, IV) |  |  |
| Identifies course objectives? (I, C:I, V) |  |  |
| Maintains course outlines? (I, C:I) |  |  |
| Assures the organization is working toward established goals? (I, 1.a) |  |  |
| Supports or leads the planning committee, ensuring periodic meetings to discuss the CE program? (I, C:F) |  |  |
| Records and maintains minutes from CE planning meetings? (I, C:F) |  |  |
| Develops and maintains written policies, procedures, or guidelines designed to ensure that all courses are scientifically sound, and will describe the level of scientific evidence that is currently available and what is known of the risks and benefits associated with the clinical and/or technical CE activity? (I, C:P) |  |  |
| Ensures participants are not violating any applicable laws and regulations while participating in a course? (I C:J, VII, C:B, I) |  |  |
| Is responsible for providing annual contact information updates to the AGD? (I, C:N)  |  |  |
| Ensures that an adequate number of qualified personnel are assigned to manage the program? (I, C:D) |  |  |
| Ensures repeated programs are periodically reviewed to ensure the content is in keeping with the most current scientific evidence available, and what is known of the risks and benefits associated with the clinical and/or technical CE activity? (I, C:Q) |  |  |
| Ensures adequate funding is available to support the program? (II, C:A) |  |  |
| Ensures development and periodic review of written organizational and CE goals? (III, A-C) |  |  |
| If the course involves the treatment of live patients, makes sure each patient completes an informed consent form? (VII, C:C,D) |  |  |
| If the course involves the treatment of live patients, makes sure completion of treatment by a qualified clinician is available? (VII, C:E, H) |  |  |
| If the course involves the treatment of live patients, ensures that adequate emergency procedures are in place to address medical and nonmedical emergencies? (VII, C:F) |  |  |
| Ensures instructors chosen to teach courses are qualified to provide instruction in the relevant subject matter? (VIII) |  |  |
| Ensures that all images present in courses have not been falsified or misrepresent the outcome of treatment? (VIII, C:E) |  |  |
| Ensures all publicity/marketing material includes all necessary information? (IX) |  |  |
| Develops and maintains written guidelines and policies that clearly identify the provider as responsible for the final course content presented? (XII, C:B) |  |  |
| Ensures a balanced view of all therapeutic options is presented and generic names are used whenever possible to ensure the impartiality of each program? (XII, C:H) |  |  |
| Ensures no marketing information is presented within the CE program, and all slides or handouts are free of any company name, logo, and/or product group message? (XII, C:F, L) |  |  |
| Ensures all financial sponsorship and/or conflicts of interest are identified and disclosed to participants? (VII, C:E, J, M) |  |  |
| For electronically mediated programs, ensures the technology plans include electronic security measures? (XIII, C:B) |  |  |
| For self-instruction programs, ensures there is a method by which participants can access their mastery of the material and have access to additional resources? (XIII) |  |  |
| For electronically meditated programs, ensures that there is periodic interchange with course presenters and that participants have access to additional resources? (XIII) |  |  |