

NC AHEC Operations Team

Charter

Purpose

The purpose of the NC AHEC Operations Team (Ops Team) is to leverage the expertise of Regional AHEC leaders to identify, develop, and, as appropriate, deploy or recommend best practices to meet the AHEC mission consistently throughout North Carolina. The Ops Team will address the structures, processes, and outcomes of the AHEC system, evaluating operational complexity, regional alignment, and, where necessary, regional standardization among the AHEC Regions. The Ops Team will make recommendations for alterations or adjustments in operations to the NC AHEC Directors for consideration.

The goal of the Ops Team is to provide primary support and leadership to the NC AHEC Program Director and the Regional AHEC Directors in implementing the goals and vision of the NC AHEC Program to achieve the mission to recruit, train, and retain the workforce needed for a healthy NC.

Area

The Ops Team will focus on areas where statewide alignment is needed to accomplish the AHEC mission or other work. These areas include the following AHEC Service Lines: Health Careers, Student Services, Continuing Professional Development, Practice Support and Library Services. The Ops Team will also focus on other operational areas of Finance, Planning, Communications, and Information Technology. The effective coordination of these areas by the Regions with the Program Office is needed to support statewide and/or regional work.

The Ops Team will provide recommendations for future strategic or other actions by the NC AHEC Program and will recommend or deploy actions to meet identified priorities, tactics or needs.

Inclusion

The Ops Team will include no more than two representatives from each Regional AHEC who are tasked with working directly with their AHEC Director to provide guidance and/or leadership of the operational activities of their AHEC.

The Director of Operations and Diversity at the NC AHEC Program Office will serve as the Co-Chair of the Ops Team. A member from the Regional AHEC staff will be selected as a Co-Chair and provide first line coordination with the Program Office Co-Chair and will serve in the guidance role in the absence of the Director of Operations and Diversity. The person

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providing first line support will be selected by members of the Ops Team and will serve a two-year term.

Members

Members are staff from each AHEC who have been selected by their AHEC Director. Members are responsible for carrying out and communicating the work of the Ops Team to the AHEC Director and the staff of their Regional AHEC. Members should have decision authority, broad accountability for, and/or understanding of the operations of their Regional AHEC.

Duties

The NC AHEC Operations Team is charged to:

- Establish an environment of interdependence, inclusion, trust, and support for members to participate in an open, collaborative manner. All members, including the Program Office representative, will have equal status and voice in all actions and decisions.
- Provide a forum to share successes and best practices/activities and to identify and respond to opportunities for improvement and alignment for all AHEC services and operations.
- Work collaboratively with the NC AHEC Program Office to plan and implement statewide programs that will include all regions.
- Acts as the PRIMARY point person in each AHEC to communicate statewide planning that is being developed by the Ops Team.
- Develop ideas and practices that will strengthen the NC AHEC Program brand while continually supporting each region.
- Develop and recommend policies, procedures, and frameworks of best practice to govern the educational programs and services offered by all Regional AHECs.
- Lead the NC AHEC Learning Academy or other similar projects to identify and create education and skills development of all staff at AHECs to strengthen our internal capacity.
- Plan, develop, and prioritize goals of the NC AHEC Program focusing on recruiting, training and retaining the health workforce through educational programs and services in NC, with a reasonable and feasible plan of action to meet those goals.
- Establish and implement a process to complete the Annual Work Statements and provide Quarterly updates of progress towards goals utilizing the Work Statement quarterly Dashboard.
- Use process and evaluation data to educate the local, regional, and national community regarding the work and effectiveness of the NC AHEC Program.
- Provide insight and recommendations to the NC AHEC Program Office and the AHEC Directors for current and future efforts towards building a stronger, more visible, and mission-effective NC AHEC Program.

Directional Guidance

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The Director of Operations and Diversity at the NC AHEC Program shall provide directional guidance. Responsibilities of this role, with support from the first line Regional AHEC appointed staff member, includes:

- Votes as a member of the Ops Team.
- Prepares the agenda and moderates the monthly phone or web conferences and the twice a year in-person planning sessions of the Ops Team.
- Maintains contact information and attendance records for members of the Ops Team.
- Captures and distributes minutes from the monthly phone conferences and the twice a year in-person planning session.
- Facilitates the identification, operation, and evaluation of necessary working sub-groups. Assures sub-groups are efficiently completing assigned tasks and are staying on track.
- Manages process flow. In this role, the Director is an interdependent member of the Ops Team but does not drive ideas or work. Action/implementation of ideas/work will be the role of all members of the team.
- Manages progress towards the goals of the NC AHEC Program through effective communication, outcomes tracking, and identification of new opportunities.
- Provides to the NC AHEC Program Office and AHEC Directors an annual report of the Ops Team activities and accomplishments.

Meetings

- The NC AHEC Ops Team meetings are:
 - Monthly phone or virtual meetings will be no more than 90 minutes. Phone or virtual meetings to occur at 10 am on the second Thursday of each month.
 - Annual in-person planning sessions to occur in (or close to) January and July of each year at a date and time chosen by the majority. These planning sessions will precede the AHEC Directors meeting in February and August.
- Sub-committees, will convene in the most feasible time and place (including virtual), as decided by the majority of participants and in the most efficient manner to accomplish the tasks at hand.

Member Responsibilities/Expectations

- Members of the Ops Team will be committed to the purpose of the group described in the Charter and share Regional successes and lessons learned, best practices, and ideas for future endeavors with other members of the group and with their Regional AHEC staff.
- Members will contribute by speaking up to offer both pros and cons of any areas of discussion.
- All discussions of the Ops team are considered confidential unless the team agrees the information should be shared and with whom it will be shared.
- For greater efficiency and effectiveness, the shared platform, Basecamp will be utilized for project management and communication and shall be utilized by all members.

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- The Ops Team requires the participation of all members. Therefore, members are expected to attend no less than 75% of the monthly virtual meetings and the two in-person planning sessions on an annual basis. If a member cannot meet the attendance requirement, he/she shall find a replacement/representative.
- Members who attend 75% of the annual monthly and in-person meetings are considered voting members.

Accountability

- The purpose, area, inclusion, membership, structure, duties, expectations and directional guidance outlined in this document shall be reviewed and updated biannually, under the guidance and direction of the NC AHEC Program Director, the NC AHEC Regional Directors, and the NC AHEC Operations Team.

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