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<b>Job Title</b>	Program Director
<b>PVN ID</b>	LA-1801-002291
<b>Category</b>	Instruction and Social Service
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Bilingual Medical Assistant Training Pro
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$67,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Apr 06, 2018 (Or Until Filled)

## General Description

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The Bilingual Medical Assistant Training Program prepares English language learners to become culturally competent certified clinical medical assistants through a combination of advanced English language education and enhanced clinical medical assistant training. The medical assistant training includes core competencies such as patient-centeredness, communication, teamwork, care coordination, and chronic disease management, among others, as well as clinical and administrative skills, including EKG and phlebotomy, and a 100 hour internship. The program takes place during evenings and weekends over the course of a little over a year.

The Program Director is responsible for overseeing all aspects of the program and ensuring smooth coordination between the different components of the program and the different departments that are involved with the program. The Program Director will oversee implementation of the program, supervise program staff and instructors, manage relationships with the program funder and employer partners, provide fiscal and contract oversight, and meet internal and external reporting requirements.

### Key Responsibilities:

- Responsible for oversight and implementation of all aspects of the program including recruitment and assessment, English for Speakers of Other Languages (ESOL) language bridge course, enhanced clinical medical assistant training, including classroom and skills instruction, tutoring and case management, certification exams, internships, and employment.
- Coordinate between different departments and areas involved in the program, including the Workforce Development Department, the Center for Immigrant Education and Training, Pre-Hospital Care, and the Career Development Center.
- Supervise program staff including the Program and Student Success Manager, Instructional Associate, and instructors, including supporting their growth and professional development.
- Manage the relationship with the funder and thought partner New York City Department of Small Business Services and New York Alliance for Careers in Healthcare, including participation in regular check-ins and the timely submission of reporting.
- Develop and manage relationships with 5-15 employer partners who provide input on the program and

curriculum, help to select students, visit classes, host interns and interview graduates for employment. This includes maintaining relationships throughout the program, recruiting additional internship sites if needed, negotiating internship affiliation agreements with each partner, developing a process for internship site matching, and overseeing the scheduling of internships and onboarding of interns.

- Provide fiscal and contract oversight for the program, ensuring compliance with internal and funder requirements, tracking spending, managing any budget modifications needed, and trouble-shooting any budget or contract issues that arise in coordination with ACE fiscal and grants offices as needed.
- Ensure systems are in place to track program and outcome data and provide regular reports on the program to the college and funder.
- In partnership with team members and stakeholders, develop solutions to problems that arise in order to maintain the quality and integrity of the program and ensure the success of students.
- Perform other duties as needed and as assigned by the Executive Director.

## Other Duties

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## Qualifications

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### Required Qualifications/Skills:

- Strong project management experience and skills, including management of complex projects with multiple components and stakeholders
- Strong grants management experience and skills, including fiscal and contract oversight and reporting
- Experience in higher education and/or workforce development
- Experience with the provision of healthcare or healthcare related training programs
- Highly organized and detail-oriented with the ability to manage time appropriately and meet deadlines
- Team player who is flexible, collaborative, and communicative
- Outcomes driven, demonstrating creativity and an ability to solve problems to ensure optimal results
- Student centered, demonstrating a commitment to and understanding of the student population
- Ability to work some evening and weekend hours
- Ability to travel between Long Island City and Washington Heights program sites
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### Preferred Qualifications/Skills:

- Clinical experience as a physician, nurse, LPN, PCT, medical assistant, or other related occupation
- Supervisory experience
- Experience with medical assistant training
- Experience with English language education
- Understanding of healthcare reform efforts and their implications for frontline staff in an ambulatory setting
- Understanding of bridge programming that combines adult basic education with occupational training
- Experience with partnership management and employer relations
- Second language ability