
Job Title	Medical Assistant Training Director
PVN ID	LA-2007-003662
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Workforce Development
Status	Full Time
Annual Salary	\$75,000.00
Hour(s) a Week	35
Closing Date	Sep 08, 2020 (Or Until Filled)

General Description

The Medical Assistant Training Director will oversee and manage medical assistant training programs in LaGuardia's Division of Adult and Continuing Education, including the established and successful tuition-based Certified Clinical Medical Assistant (CCMA) Program and grant-funded Bilingual Medical Assistant (Bilingual MA) Training Program, as well as a new grant-funded program to train young adults in EKG & Phlebotomy. The tuition-based program is made up of a sequence of courses including Medical Terminology, Phlebotomy, EKG, and CCMA Clinical Procedures. The Bilingual MA 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, including core competencies such as patient-centeredness, communication, and teamwork, among others, as well as clinical and administrative skills, and a 100 hour internship. The new grant will be geared at training young adults and opportunity youth in EKG & Phlebotomy in partnership with CommonPoint Queens through the Advance and Earn and Train and Earn programs.

Under the supervision of the Senior Director of Workforce Development and Director of Prehospital Care Programs, the Medical Assistant Training Director is responsible for administering the tuition-based and grant-funded programs, managing operations and ensuring smooth coordination between the different components of the programs and the different departments that are involved. The Medical Assistant Training Director has excellent leadership, communication, and project management skills with a background in healthcare and education. The role includes supervising program staff and instructors, managing relationships with funders and employer partners, providing fiscal and contract oversight, and meeting internal and external reporting requirements.

Principal Responsibilities:

- Responsible for oversight and implementation of the tuition-based CCMA, grant-funded Bilingual MA, and grant-funded EKG & Phlebotomy programs including recruitment and assessment, enhanced clinical medical assistant training, classroom and skills instruction, tutoring and case management, certification exams, internships, and employment.

- Coordinate between different departments and areas involved in the programs, including the Workforce Development Department, Prehospital Care, the Center for Immigrant Education and Training, and the CTEA Center. Develop and maintain relationships with relevant campus departments such as the Wellness Center, the Health Center, Health Sciences, the Veterans Office, ACE Student Enrollment, and others.
- Supervise staff including the Program and Student Success Manager, p/t office staff, and instructors. Recruit, interview, and recommend faculty for hire; ensure faculty have the resources they need to implement the curriculum; assist in faculty professional development. Collaborate with Adjunct College Lab Technicians to meet program needs.
- Manage the relationship with the grant funders and partners at the New York City Department of Small Business Services, New York Alliance for Careers in Healthcare, and Commonpoint Queens, including participation in regular check-ins and the timely submission of reporting. Represent the programs to outside agencies including but not limited to funders, CBOs, media organizations, clinical affiliates, employers, and city agencies.
- Develop and manage relationships with 5-15 employer partners who host interns and interview graduates for employment. This includes maintaining relationships throughout the program cycle, negotiating internship affiliation agreements with each partner, and overseeing the implementation and quality assurance of internship experiences.
- Conduct outreach and develop relationships with employer partners to facilitate job opportunities for graduates and to build the reputation of the program among the medical assistant employer community. Coordinate closely with the team and CTEA Center to ensure a smooth transition to employment for graduates and strong employment outcomes.
- Enhance marketing strategies for the established tuition-based program. Conduct recruitment, screening, and intake for tuition-based classes and support a team to do so for the grant-funded classes. Develop, oversee and maintain a FB page and social media accounts; assist with updating media for marketing.
- Manage course operations including ensuring all policies and procedures are up to date, the lab is in proper condition for classes, all students have their uniforms and Wi-Fi, all equipment and supplies are clean, in good working condition, and in sufficient quantity for classes, all NHA paperwork is properly provided to the Program office, and all course files are turned over and complete. Arrange for NHA proctors for NHA exams and for NHA materials as needed.
- Provide fiscal and contract oversight for the grant-funded program, ensuring compliance with internal and funder requirements, tracking spending, managing any budget modifications needed, and troubleshooting 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 department, college and funders.
- In partnership with team members and stakeholders, identify program areas needing improvement and recommend ways to address these areas. Ensure students have a proper learning environment and the resources they need in which to learn. 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.

Other Duties

Qualifications

Required Qualifications/Skills:

- Associates Degree required, Bachelors' degree preferred
- Four years administrative and/or teaching experience
- Four years healthcare experience
- Project management skills, including management of complex projects with multiple components and stakeholders
- Grants management skills, including fiscal and contract oversight and reporting
- 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 diverse student populations, including immigrants and English language learners
- Ability to work some evening and weekend hours

Preferred Qualifications/Skills:

- Clinical experience as a physician, RN, paramedic, PCT, medical assistant, or other related occupation
- Supervisory experience
- Experience with medical assistant training
- In-depth understanding of the healthcare industry and medical assistant role, including an 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; relationships with healthcare employers