
Job Title	Medical Assistant Training and Internship Manager
PVN ID	LA-2201-004481
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	Apr 30, 2022 (Or Until Filled)

General Description

The Medical Assistant Training and Internship Manager will manage the tuition-based Certified Clinical Medical Assistant (CCMA) Program in LaGuardia's Division of Adult and Continuing Education, launch and manage a new clinical internship program for the CCMA students, and support the success of the NYC Accelerated Workforce Recovery HUB and JobsDirect grant-funded pilot initiatives to enhance student supportive services and success.

Under the supervision of the Senior Director of Workforce Development and the Director of Prehospital Care Programs, the Medical Assistant Training and Internship Manager will manage the operations of the CCMA program, develop a new internship program for CCMA students, engage CCMA internship sites, administer the internship program, and serve as an active participant in the NYC Accelerated Workforce Recovery HUB and JobsDirect project teams. The Medical Assistant Training and Internship Manager has excellent leadership, communication, and project management skills with a background in healthcare and education. The role includes supervising instructors; managing relationships with funders, internship sites, 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 program including recruitment and assessment, classroom and skills instruction, tutoring and case management, certification exams, internships, and employment.
- Participate in the NYCT Accelerated Workforce Recovery HUB and JobsDirect project teams to ensure the success of each initiative. Each of these grants aims to provide wrap-around services, such as assessment, educational case management, career coaching, internships, and job placement services to tuition-based CCMA students in order to improve access, completion, credential attainment, and employment outcomes.
- Develop a clinical internship component to the tuition-based CCMA program. Develop internship sites, develop processes and materials to guide students and host sites, secure internship affiliation agreements, and oversee the implementation and quality assurance of internship experiences, including

regular communication with internship sites and interns during the internship period.

- Manage the administration of internship stipends to students in coordination with the LAGCC Foundation, including collecting required documents from students. Manage students completion of health clearances ahead of internships and track their time and performance on the internships, collecting evaluation forms from all sites and students.
- Work with internship sites to facilitate hiring of our graduates after internships are completed.
- Supervise instructors. Recruit, interview, and recommend faculty for hire; ensure faculty have the resources they need to implement the curriculum; evaluate faculty and assist in faculty professional development. Collaborate with Adjunct College Lab Technicians to meet program needs.
- 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 if required and for NHA materials as needed.
- Represent the CCMA program and NYCT Accelerated Workforce Recovery HUB and JobsDirect initiatives to outside agencies including but not limited to funders, CBOs, media organizations, clinical affiliates, employers, and city agencies.
- Ensure that the necessary student, program and outcome data is tracked and recorded and provide regular reports on the program to funders, the department and college.
- Engage in continuous quality improvement processes including collecting course evaluations from students and analyzing the results, observing instructors in the classroom and lab, and conducting post-program surveys or focus groups with students and/or employers as needed.
- Identify program areas needing improvement and recommend ways to address these areas, including participation in an annual program review. 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.

Other Duties

- Perform other duties as needed and as assigned.

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
- 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

- 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
- Experience supervising faculty
- Experience managing medical assistant or related training
- Experience developing and managing a medical assistant or other clinical internship program
- 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
- Experience with partnership management and employer relations; relationships with healthcare employers

Please submit both a resume and cover letter.