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<b>Job Title</b>	Director of Clinical Healthcare Programs
<b>PVN ID</b>	LA-2507-006906
<b>Category</b>	Instruction and Social Service
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Pre-Hospital Care
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$90,000.00 - \$110,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Sep 02, 2025 (Or Until Filled)

## General Description

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Reporting to the Senior Director of Workforce Development, the Director of Clinical Healthcare Programs develops, implements, manages, assesses, and improves industry-informed and student-centered workforce development training programs with a clinical component in the healthcare sector, including, but not limited to Emergency Medical Technician (EMT), Paramedic, and Certified Clinical Medical Assistant (CCMA). This includes raising tuition revenue and securing grants and contracts to launch and maintain programming across a variety of occupations and skill levels, as well as facilitate and support programs in meeting goals around enrollment, learning, completion, student satisfaction, credential attainment, employer satisfaction and entry into college.

### Duties:

- Supervise the coordination of current clinical healthcare workforce development programs and their activities, such as EMT, Paramedic, and CCMA, including schedules, budgets, instruction, clinical rotations, and operations. Oversee implementation of training, including recruitment strategies and community outreach, intake and assessment of candidates for training, supervision of program staff and instructors, oversee supervision of clinical rotations and internships, financial and grant management, partner management, inventory and training supply management, records management, and maintenance of accreditation with COAEMSP and relationships with oversight industry bodies such as NYS DOH BEMS, NHA, AHA, or others.
- Engage in continuous quality improvement of programs through the collection and analysis of key outcome metrics and course evaluations from students, observation of instructors, post-program surveys with students and/or employers as needed, and annual program reviews. Develop, implement, assess, and adjust strategies to ensure that program outcomes around enrollment, completion, learning, quality of instruction, employment, entry into college, advancement, and student and employer satisfaction are met. Address student and staff complaints fairly and impartially and solicit feedback from stakeholders on program changes.
- Hire, supervise and support full-time and part-time staff including currently the Paramedic Program Coordinator, Medical Assistant Training and Internship Manager, Educational Case Manager,

Administrative Associate, Procurement Specialist, Office Assistant, and over 50 instructors and continuing education teachers. Encourage staff development through coaching, foster a culture of support, inclusion, and excellence among staff, develop pipelines for instructor recruitment, monitor quality of instruction, and hold staff accountable as needed.

- Develop and manage efficient and effective systems for the creation, implementation and maintenance of program records, reports, presentations, and proposals; the management of staff work assignments, workloads, and work schedules; clinical site development, student assignments to clinical and internship placements, and oversight of student completion of clinicals and internships; and equipment and supplies purchasing, storage, and maintenance. Oversee the use of technology for program operations and instruction, such as learning management systems, video conferencing technology, presentation software and other technologies.
- Develop and oversee compliance with systems and processes to ensure student safety during lab skills practice and on clinical rotations and internships; collaborate with Environmental Health and Safety to ensure safe storage and handling of all equipment and supplies.
- Monitor the proper implementation of University, College and Program policies and practices. Ensure programs meet oversight standards from relevant regulatory bodies including NYS DOH BEMS, NHA, COAEMSP, AHA, or any others pertaining to the education offered. Ensure all reporting to the college and oversight agencies and contracting agencies is submitted as required and on time.
- Propose the development and launch of new clinical healthcare workforce development programs and/or courses based on an analysis of labor market industry and student demand. Develop an understanding of industry trends and identify training needs through analysis of both government and real-time labor market data in conjunction with industry surveys and reports as well as direct feedback from industry organizations and employers. Combine this intelligence with an analysis of potential student experience and interests, the supply of existing programs, as well as best practices in pedagogy and workforce development to design training programs that open up pathways into high-demand careers for unemployed and underemployed New Yorkers. Launch courses/programs approved by the Division.
- Raise tuition, grant, contract, and capital funding to support programs, staff, facilities, and operations, including conducting market analyses for tuition revenue generation, writing grant proposals, brokering partnerships with employers for contract training, and collaborating with External Affairs and Facilities on capital requests. Oversee cost center financials, including tracking revenue and expenses over time, and developing strategies for financial stability and growth.
- Work closely with colleagues in Academic Affairs to develop and strengthen non-credit to credit pathways for students, including the development of articulation to credit agreements, training programs that stack directly into a degree, shared employer partnerships, and other collaborative projects with the Health Sciences Department.
- Facilitate positive relations with the public and the media, with key stakeholders in the sector such as employers, clinical rotation and internship sites, unions, funders, and regulatory bodies, and with administrative support departments within the college, such as Grants, Fiscal, Enrollment Management, and Communications. Work collaboratively with other programmatic departments, such as partnering with Pre-College Programming to deliver bridge programs for students lacking basic skills, with Business Services to connect businesses with talent pipelines, and with the Career Development Center to connect students to jobs and college.

## Other Duties

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- Other duties as assigned.

## Qualifications

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### Required Qualifications:

- Baccalaureate degree
- Minimum of 3 years Healthcare Delivery Experience
- Minimum of 2 years of progressively responsible experience in the following areas: education and training, or 2 years of workforce development, and 2 years management experience
- Experience supervising professional staff and/or instructors
- Experience writing and managing grants and budgets
- Strong project management and communication skills
- Student-centered, mission-aligned, collaborative, and results-oriented approach
- Proficiency with technologies such as MS Suite, Adobe, on-line conferencing, learning management systems, student information systems, and instructional tools
- On occasion, working in the evening, and/or weekend may be required

### Preferred Qualifications:

- Clinical healthcare experience in fields such as Paramedic/EMT, Allied Health, Nursing, Medicine or other areas involving clinical experience
- Proven ability to manage service delivery at a similar volume of clients and programs
- Proven ability to engage stakeholders across government, industry, education, and community sectors and to effectively manage complex, multi-stakeholder collaborations
- Master's degree

Appointments are subject to availability of funding and satisfactory performance. This is an in-person position with the option of some remote work.

### **LaGuardia Community College**

Founded in 1971 in Long Island City, Queens, LaGuardia Community College is one of seven community colleges of the City University of New York (CUNY). LaGuardia offers more than sixty associate degree programs and more than fifty workforce training, ESOL, GED, and pre-college programs. In 2023, LaGuardia served approximately 24,000 students. More than one-third of LaGuardia's degree-seeking students are born outside the United States; they come from 136 countries and speak 43 heritage languages. Sixty percent are first-generation college students.

Virtually all LaGuardia students are ethnic minorities (89 percent), 58 percent are women, 27 percent are over the age of 25. Forty-six percent of associate degree students are Hispanic. Upon graduation most students transfer to four-year colleges, typically in CUNY, to complete their baccalaureate degrees. Graduates of career programs such as Nursing, Computer Technology, and Veterinary Technology enter the workforce. LaGuardia ranked fifth among U.S. community colleges in economic mobility – moving low-income students into the middle class and beyond – in studies by Stanford University (2017) and the Brookings Institution (2020).