



Classification Description

Job Title: Program Coordinator,
Social and Human Services

Pay Grade: 116

Job Code: 4029

FLSA Status: Exempt

Job Purpose

This position performs responsible, professional work coordinating and implementing instruction and instructional support for the Social and Human Services program within the School of Allied Health. Work may be scheduled and performed at all FSW campuses.

General Responsibilities

Essential Functions

Teaches didactic and hands-on components of courses, as assigned by the Program Director. May be eligible for instructional overload per semester, if available.

Teaches course(s) in accordance with the campus class schedule, including the beginning and end of class, and all class breaks.

Maintains accurate and timely records of student attendance, academic grades, and academic progress.

Enforces all classroom management policies and procedures, including taking attendance and program-related dress code.

Conducts one-on-one student advisement, course-specific student academic remediation, and student coaching or tutoring, as needed.

Communicates with the Program Director of Social and Human Services regarding students identified as at risk.

Develops and implements student-centered, engaging instructional activities and teaching methodologies. Assists with ongoing course changes, updates, and developments as instructed by the Program Director.

Provides additional instructional support services, as assigned.

Develops and schedules clinical instruction and ensures coordination with didactic coursework so that all students receive adequate programmatic and technical instruction, exposure, and experience.

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Develops a collaborative relationship with Student Services and assists with the coordination and scheduling of student support services. Assists with the supervision of Human Services (HUS) students facilitating peer support services at FSW.

Assists with coordinating schedules of clinical instructors, adjunct faculty, and clinical associates within the program; provides guidance and direction to assigned clinical instructors, adjunct faculty, and clinical associates for proper evaluative and instructional techniques.

Identifies appropriate clinical sites for students. Evaluates clinical experiences at affiliated clinical sites, in terms of quality, quantity, and appropriateness of student learning experiences using various assessment methods, including student evaluations.

Serves as a liaison with clinical sites used for extramural clinical or laboratory educational experiences.

Develops and maintains records documenting outcome measures, including clinical experiences, student records, and employer data.

Monitors students' compliance with completion, submission, and/or uploading of any required health reports, drug screens, criminal background checks, and FSW and hospital/clinical affiliate requirements, as determined by the Program Director.

Visits clinical sites on a regularly scheduled basis to ensure uniform and consistent practice within accreditation guidelines.

Participates actively in assigned program curriculum planning and development within accreditation guidelines.

Supervises the evaluation of student clinical performance in the cognitive, affective, and psychomotor domains of learning; communicates regularly with the Program Director regarding student performance and curriculum issues.

Participates in admission selection efforts, as needed.

Maintains inventory of appropriate supplies, patient forms, and equipment at clinical and/or laboratory training sites.

Participates in departmental, committee, and other College meetings; attends local, state, and regional meetings to support the development of assigned programs.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

Doctoral or Master's degree from a regionally accredited institution of higher education in Human Services or related fields such as psychology, sociology, social work, counseling, political science, adult education, and nursing.

Three (3) years of full-time clinical work experience in the discipline area.

Current active, unrestricted Florida license or Florida certification (preferred but not required), including Licensed Clinical Social Worker, Licensed Mental Health Counselor, Guidance Counselor, Licensed Family and Marriage Therapist, Licensed Psychologist, Certification in Guidance and Counseling, Certified Addiction Professional, or School Psychologist.

Ability to work a flexible schedule, which may include evening and weekend assignments.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier, and Hendry counties and other locations for College business.

Demonstrated in-depth knowledge of the subject matter to be taught.

Demonstrated experience using instructional technology, computers, and software applications.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance, and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action, and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 8, 2022. Revised: July 1, 2023, July 24, 2023, and February 9, 2026.