



## Classification Description

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**Job Title: Program Coordinator, AMA**

**Pay Grade: 117**

**Job Code: 4322**

**FLSA Status: Exempt**

### **Job Purpose**

This is responsible, professional work in coordinating and implementing instruction and instructional support for the AMA program within the School of Health Professions. The Program Coordinator will serve as the Director of Clinical Education (DEC) coordinating and implementing instructional support for all affiliated clinical sites utilized by the AMA program. This is a 12-month (243 duty day) position.

### **General Responsibilities**

#### **Essential Functions**

Develops, schedules and ensures instruction in the clinical affiliates and sites is coordinated with didactic and laboratory courses of instruction and that all students receive adequate programmatic and technical instruction, exposure and experience.

Collaborates with Program Director, supervises and coordinates schedules of Clinical Associates within the program; provides guidance and direction to assigned Clinical Associates for proper evaluative and instructional techniques.

Evaluates clinical experiences at affiliated clinical sites, in terms of quality, quantity, and appropriateness of student learning experiences using various techniques, including student evaluations.

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

Develops and maintains records that demonstrate outcome measures such as clinical experiences student records, and employer date.

Provides students with access to hospital/clinical affiliate orientation documents and any other relevant documents required by the hospital/clinical affiliates.

Monitors student's compliance in completing, submitting, and/or uploading any required health reports, drug screens, criminal background checks, and FSW and hospital/clinical affiliate's requirements, as determined by the Program Director.

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Provides effective orientation/training and supervision of Clinical Associates.

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.

Teaches didactic and hands-on components of an assigned course(s) as assigned by the Program Director.

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

Maintains accurate and timely records of students' attendance and students; academic grades and progress.

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

Conducts one-on-one student advisements, course-specific student academic remediation and student coaching/tutoring when needed.

Communicates with the Program Director regarding student at risk.

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

Contributes additional instructional support services, as assigned.

Develops, schedules and ensures instruction in the clinical affiliates and sites is coordinated with didactic courses of instruction and that all students receive adequate programmatic and technical instruction, exposure and experience.

Participates in admission selections efforts.

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.

## PROGRAM COORDINATOR, AMA

### Knowledge, Skills and Abilities

#### Minimum Qualifications

Associate's degree from a regionally accredited institution of higher education in a healthcare related field and Certified Medical Assistant (CMA), Certified Clinical Medical Assistant (CCMA), or Registered Medical Assistant (RMA) certification; Bachelor's degree preferred.

Three (3) years of full-time professional work experience as a medical assist or related field.

Must be able to work a flexible schedule that 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.

A demonstrated in-depth knowledge of the subject area to be taught.

Demonstrated skills with various computer applications, instructional technology, 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 and communicates effectively and professionally.

Approved: September 6, 2024.