



POSITION TITLE: Training Supervisor, Medical Assisting

REPORTS TO: Director of Programs

DESCRIPTION OF ORGANIZATION: Hope Builders is a highly focused, goal-oriented program that targets young adults, ages 18-28, who are caught in a cycle of poverty and need marketable job and life skills to build lasting personal and professional success. Hope Builders targets youth and young adults who are disconnected from work and school opportunities due to high personal barriers and who demonstrate a readiness for change. Since 1995, Hope Builders has helped over 5,500 young people to restructure their lives, advance their education and develop marketable job skills. More information can be found on our website at www.tsjhopebuilders.org

POSITION SUMMARY: The Training Supervisor position is a key member of the instructional team with responsibility for managing daily instruction of a provided program curriculum for Clinical Medical Assisting. This individual works closely with the Director of Programs and other instructional staff to develop and refine instructional material and training curriculum on a regular basis. The Training Supervisor is responsible for maintaining a high quality learning environment that prepares trainees to excel in the workplace. The Training Supervisor serves as a liaison to support services and program staff to meet and establish program objectives that advance the personal, employment, and educational goals of program participants. In addition, this individual assists with the coordination of training activities offered in conjunction with other key partners including Santa Ana Community College. This position requires the following qualities:

- Excellent presentation, training, and facilitation skills
- A flexible, energetic, positive team player with commitment to providing high-quality instruction
- Excellent interpersonal skills including the ability to relate to a culturally diverse population
- Excellent written and verbal communication skills
- Commitment to use data to improve program effectiveness and ensure quality

KEY RESPONSIBILITIES:

- Design, implement, revise program curriculum and daily lesson plans to meet core course objectives
- Provide coordination of all programming components including those provided by program partners; ensure all program components support established trainee outcomes
- Serve as the first level supervisor for trainees enrolled in the Clinical Medical Assisting program
- Serve as a professional role model to program participants
- Provide support to Enrollment Services related to the intake and orientation processes as needed

- Foster an environment of personal responsibility, problem solving, critical thinking, and communication among trainees
- Provide instruction for various content areas including but not limited to: career readiness, life skills, customer service, keyboarding, and other medical billing and/or medical assisting functions.
- Demonstrate and practice effective classroom management techniques to effectively maximize trainee learning
- Administer skills assessment tests at regular intervals or as needed to assess intern comprehension
- Coordinate opportunities for guest speakers and field trips that enhance and contribute to the educational and employment objectives of the organization
- Work closely with the Career and Education Services and Employment Services Managers to coordinate and implement meaningful program content for program trainees
- Communicate regularly with appropriate staff to effectively maximize trainee success and intern needs including
- Provide all required information for weekly/monthly/quarterly/annual reports and maintain daily attendance records
- Perform other duties as assigned

EDUCATIONAL REQUIREMENTS

- AA/AS required; BA/BS preferred
- Certified Medical Assistant required

SKILL AND EXPERIENCE REQUIRMENTS

- Minimum of two (2) years of teaching experience in medical billing, medical assisting, customer service or related fields; experience working with youth or young adults a plus
- Minimum of two (2) years of work experience in a health care environment; medical office management, medical billing, or phlebotomy training a plus
- Computer application knowledge of MS Word, MS Excel, Power Point and MS Outlook a plus
- Experience delivering instruction using an interactive approach and/or multi-media technology
- Excellent interpersonal skills including the ability to relate to a culturally diverse population and to teach to different learning styles and abilities
- Excellent written and verbal communication skills
- Bilingual English/Spanish preferred

ADDITIONAL REQUIREMENTS:

Physical Requirements

- Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day.

Mental Requirements

- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks and the ability to maintain confidentiality.

Essential Values-Based, Leadership and Management Competencies

- Demonstrates competencies in line with the core values that are the foundation of all activities performed by employers in order to achieve the mission of Taller San Jose Hope Builders.

Compensation & Work Hours

- Temporary Part-time to full-time position. Some nights and weekends may be required.

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This job description is not intended to be all-inclusive, and employee will perform other reasonably related job duties as assigned by immediate supervisor or other management as required. It is not intended to be construed as an exhaustive list of all responsibilities.

This organization reserves the right to revise or change job duties as the need arises. This job description does not constitute a written or implied contract of employment. Employment at Taller San Jose Hope Builders may be terminated at will by the employee or Taller San Jose Hope Builders at any time with or without cause and with or without notice.