

COORDINATOR, HEALTH PROGRAMS

DEFINITION

Under general supervision, plans, organizes, and coordinates the Health Careers Resource Center (HCRC), including credit and noncredit health career training programs, grant activities, and new program implementation; coordinates courses and information to ensure smooth and efficient program activities; provides administrative support and program assistance to the Associate Dean, Technology and Health; fosters cooperative working relationships with students, staff, and faculty.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Associate Dean, Technology and Health. Exercises technical and functional direction over and provides training to student workers and assigned staff.

CLASS CHARACTERISTICS

This is a coordinator classification responsible for planning, organizing, and coordinating HCRC operations, programs, services, and activities. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. Successful performance of the work requires the knowledge of departmental and District activities and extensive student, faculty, and staff contact. This class is distinguished from the Associate Dean, Technology and Health in that the latter assists in managing all functions of the department and serves as "second-in-command" to the Dean.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Plans and coordinates Health Careers Resource Center (HCRC) operations, programs, services, and activities, including credit and noncredit health career training programs, grant activities, and new program implementation; establishes schedules and methods for providing program services and activities; recommends improvements or modifications; assists in developing and implementing procedures and policies.
2. Provides training, orientation, and guidance to assigned staff; prepares schedules and assigns work; reviews and controls quality of work; assists in the recruitment and selection of staff and provides recommendations.
3. Oversees day-to-day operations of the HCRC to ensure smooth and efficient program activities; ensures schedules, equipment, and facility are ready for effective operations; assists students and faculty with questions about scheduling, programs, and services.
4. Estimates costs of staff, supplies, equipment, and materials; identifies vendors, obtains quotes, and coordinates requisition process; assists in developing budget figures for the HCRC.

5. Prepares, develops, and proposes course schedules for approval; ensures proper and timely resolution of program and service scheduling issues and conflicts.
6. Coordinates staffing, equipment, and materials for traditional lab, and Simulation lab.
7. Coordinates scheduling of clinical program groups at outside clinical facilities; provides student information and resolves any issues.
8. Contacts Department of Public Health for certification related issues for assigned programs; provides information to State agencies as requested; provides program renewal information.
9. Assists in determining feasibility of lab use and equipment requests for credit, noncredit, and fee based programs.
10. Participates in reviewing and recommending educational services, courses, and activities to ensure HCRC effectiveness; assists in the development and implementation of programs, policies, and procedures.
11. Participates in ensuring regulatory compliance of credit and noncredit programs.
12. Develops protocols for verification of student credentials; ensures protocols are maintained and students are eligible for credit, noncredit, and fee based programs; maintains strict confidentiality of students' background and health screening results; coordinates with state agencies, faculty and/or health care facilities as necessary.
13. Develops and implements student orientation meetings; develops training and other informational materials.
14. Reviews, evaluates, and implements new HCRC, Technology and Health, and Continuing Education programs as directed; ensures staff understanding of new program services, goals, objectives, requirements, policies, and procedures; evaluates program activities to ensure smooth and efficient implementation.
15. Researches, compiles, and organizes information and data on topics related to HCRC programs and services.
16. Composes, types, edits, and proofreads a variety of documents, including forms, memos, reports, and correspondence.
17. Answers questions from and provides support services to students, faculty, and other departments regarding HCRC programs, services, and activities.
18. Establishes and maintains effective customer service for center patrons.
19. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
20. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
21. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
22. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
23. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
24. Prepares and delivers oral presentations related to assigned areas as required.
25. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Basic principles and practices of providing technical and functional direction and training to assigned staff.
3. Principles, practices, and service delivery needs related to the program area(s) to which assigned.
4. Procedures for planning, implementing, and maintaining a variety of Health Careers Resources Center operations, activities, and programs.
5. Research and reporting methods, techniques, and procedures.
6. Principles and practices of data collection and report preparation.
7. Basic principles and practices of budget administration and accountability.
8. Applicable federal, state, local, and District policies, codes, regulations, technical processes, and procedures related to the program to which assigned.
9. Modern office practices, methods, and computer equipment and applications, including word processing, database, and spreadsheet applications.
10. Record keeping principles and procedures.
11. Principles, practices, and techniques of effectively dealing with the public and basic public relations.
12. English usage, spelling, vocabulary, grammar, and punctuation.
13. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, various socio-economic and ethnic groups.
14. Fundamental medical conditions and procedures.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Plan, schedule, assign, and oversee activities of assigned personnel.
5. Inspect the work of others and maintain established quality control standards.
6. Train others in proper and safe work procedures.
7. Identify and implement effective course of action to complete assigned work.
8. Oversee and coordinate assigned program operations, services, and activities.
9. Participate in the development of goals, objectives, policies, procedures, and work standards for assigned programs.
10. Conduct research and analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
11. Make accurate mathematical, financial, and statistical computations.

12. Prepare clear and concise reports, correspondence, procedures, and other written materials.
13. Respond to and effectively prioritize multiple phone calls and other requests for service.
14. Interpret, apply, and explain applicable District policies, rules, and regulations related to areas of responsibility.
15. Establish and maintain a variety of filing, record keeping, and tracking systems.
16. Operate modern office equipment including computer equipment and specialized software applications programs.
17. Organize own work, set priorities, and meet critical time deadlines.
18. Use English effectively to communicate in person, over the telephone, and in writing.
19. Understand scope of authority in making independent decisions.
20. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
21. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience which would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to an Associate's degree from a regionally accredited college; and
2. Four (4) years of increasingly responsible health program coordination experience.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and

speech to communicate in person, before groups, and over the telephone. This is a job that involves standing and walking between work areas. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification occasionally bend, stoop, kneel, reach, push, and pull equipment and materials. Employees must possess the ability to lift, carry, push, and pull materials and objects, typically weighing on average 50 pounds, and occasionally heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in a laboratory and an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with staff, students, and/or the public in interpreting and enforcing departmental policies and procedures.

Amended: 6/2023