

Job Description

Position Title: Program Manager, Health Professions

Job Family: Academic Affairs

Job Type: Manager

FLSA Status: Exempt

Salary Grade: 07

Position Summary:

This Health Professions Program Manager focuses on coordinating clinical placements, maintaining strong relationships with clinical partners, and managing various administrative and programmatic duties to support the success of the nursing program. The role requires collaboration with faculty, healthcare organizations, and students to ensure high-quality clinical experiences that align with accreditation and institutional requirements. The program manager works a set schedule throughout a twelve-month academic year, which may include day, evening, and weekend responsibilities.

Essential Duties and Responsibilities:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Secures and coordinates clinical placements for nursing students across multiple healthcare facilities.
2. Ensures student placement aligns with course objectives, accreditation requirements, and program policies.
3. Maintains and updates clinical placement databases, schedules, and student assignments.
4. Communicates placement details and expectations to faculty, students, and clinical partners.
5. Serve as the primary liaison between the nursing program and clinical partners to foster strong, collaborative relationships.
6. Works with healthcare organizations to establish and maintain affiliation agreements.
7. Ensures compliance with clinical site requirements, including background checks, immunizations, and onboarding documentation.
8. Addresses clinical site concerns and troubleshoot placement issues in collaboration with faculty and administration.
9. Assists with accreditation and regulatory compliance by maintaining accurate clinical documentation and reports.
10. Supports faculty with clinical coordination needs, including student evaluations and feedback mechanisms.
11. Participates in program meetings, advisory boards, and strategic planning initiatives related to clinical education.
12. Develops and implements process improvements to enhance efficiency and student success.

13. Supervises support technicians, laboratory technicians, and laboratory specialists, including prioritizing and assigning work, conducting performance evaluations, staff development, hiring/termination, and disciplinary recommendations.
14. Provides guidance to students regarding clinical site expectations, policies, and professional behavior.
15. Addresses student concerns related to clinical placements and facilitates resolution as needed.
16. Supports student success initiatives by tracking clinical progress and assisting with remediation plans if necessary.
17. Coordinates internal and external projects and activities, including development of strategies and coordination efforts to ensure the success of programs in the Division
18. Performs all other duties and responsibilities as assigned or directed by the supervisor.

Knowledge, Skills, and Abilities:

1. Knowledge of internal and external customer service principles and practices
2. Knowledge of principles and methods for promoting programs and services
3. Skill in budget/resource management
4. Skill in organization, coordination and management
5. Skill in people leadership and supervision
6. Skill in verbal and written communication with the ability to explain technical concepts to audiences with a wide range of technical skills
7. Skill in positive, productive and flexible customer service
8. Ability to apply analytical and critical thinking skills with the ability draw conclusions and prepare accurate reports of results

Supervision:

- Supervises work of others, including planning, assigning, and scheduling work, reviewing work, and ensuring quality standards, training staff and overseeing their productivity, and signing employee(s) performance evaluation. May have responsibility for making decisions on hiring, termination and pay adjustments.

Independence of Action:

- Results are defined and existing practices are used as guidelines to determine specific work methods. Carries out work activities independently; supervisor/manager is available to resolve problems.

Competencies:

Competencies are the actions and behaviors that can be observed as to how work gets done that supports the College's values and strategic objectives.

- Student Success: Allows the opportunity to support student success as well as improve access and retention.

Minimum Qualifications:

Candidates/incumbents must meet the minimum qualifications as detailed below.

- Bachelor's degree in Higher Education, Administration, or a closely related field of study required.
- Three (3) to five (5) years of related experience.
- Five plus (5+) years of related experience preferred.
- One (1) to Three (3) years of supervisory experience required.
- Master's degree in Higher Education, Administration, or a closely related field of study preferred.
- OR An equivalent combination of certification, education and experience sufficient to successfully perform the essential duties of the job such as those listed above

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the key duties and responsibilities of this job. **Reasonable accommodations may be made to enable individuals with disabilities to perform critical tasks.**

- **Environment:** Work is performed primarily in a standard office environment with staff contact and frequent interruptions.
- **Physical:** Primary functions require sufficient physical ability and mobility to work in a standard office setting; to remain in a stationary position for prolonged periods of time; to occasionally position self to perform duties; to move, transport, and/or position objects of light to moderate (up to 20 pounds) amounts of weight; to operate office equipment including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to effectively communicate to exchange information.
- **Vision:** Ability to see in the normal visual range with or without correction.
- **Hearing:** Ability to hear in the normal audio range with or without correction.

Special Conditions of Employment:

- Pre-employment Background Check Required
- Some evening or weekend work hours