

Clinical Education Coordinator

Job Description

Position Title: Clinical Education Coordinator

Reports to: Director of Clinical & Ancillary Operations

Job Status: Full-Time

FLSA Status: Non-Exempt

Positions Supervised: None

Position Summary: The Clinical Education Coordinator is responsible for the development, implementation, and ongoing oversight of digital and written clinical education across the organization. This includes the management of a digital learning system, ensuring staff complete assigned trainings, and overseeing the Medical Assistant (MA) Program in partnership with external education providers. The role is vital in fostering a consistent, high-quality learning environment that supports clinical staff growth, professional development, and excellence in patient care.

Essential Functions:

To accomplish this job successfully, an individual must be able to perform, with or without reasonable accommodation, each essential function satisfactorily. Reasonable accommodations may be made to help enable qualified individuals with disabilities to perform the essential functions.

- **Digital & Written Clinical Education:**

- Oversee the build, organization, and ongoing maintenance of all digital training modules.
- Assign, track, and monitor completion of all staff training requirements.
- Ensure training content is current, relevant, and aligned with organizational goals and clinical best practices.
- Troubleshoot technical or user-related issues and serve as the primary liaison between staff and digital clinical education material and/or vendors.
- Develop, distribute, and maintain The CHP Pulse.
- In collaboration with the Clinical Resource Team, manage and maintain clinical protocols.

- **Medical Assistant Program Coordination:**

- Act as the main point of contact for third-party MA program partners.
- Track and monitor each student's academic and clinical progress, ensuring program milestones are met.
- Facilitate ongoing communication between students, instructors, and organizational leadership.
- Provide regular, individualized check-ins with students to support successful program completion.

- **Clinical Skills Lab & Hands-On Training:**

- Coordinate and oversee all hands-on training sessions in the clinical skills lab and in-office environments.
- Align practical training experiences with didactic curriculum to enhance clinical comprehension and skill development.

- Ensure proper scheduling, resources, and clinical staff support are in place for all lab activities related to the MA, Phlebotomy, or other Clinical Program.
- Participate, monitor, and oversee clinical competencies and clinical in-services.
- Serve as a clinical floater and Athena inbox champion when need arises or as directed by supervisor.
- **Reporting & Communication:**
- Provide clear and concise monthly reports on digital education utilization and Clinical Program(s) progress to the Clinical Resource Team.
- Identify trends, barriers to completion, and opportunities for improvement in clinical education delivery.
- Collaborate with leadership to ensure alignment of education strategies with organizational goals.
- Perform all other duties as assigned.

Competencies:

- Knowledge of electronic medical record, specifically Athena.
- Proficiency in the use of technology and digital platforms.
- Proficiency in the Medical Assistant program materials and data system.
- Has the desire to teach and support others and the ability to adjust teaching style to the learning needs of new and current team members to facilitate successful training and mentoring.
- Knowledge of medical terminology.
- Knowledge of medical office principles, standards, applications and tests.
- Knowledge of medical office safety, cleanliness and infection control policies and regulations.
- Knowledge of medical office equipment uses and maintenance.
- Accuracy – Ability to perform work accurately and thoroughly.
- Communication – Ability to communicate effectively verbally and in writing.
- Computer Skills – Proficient ability to use a computer and electronic medical record.
- Confidentiality – Maintain patient, team member and employer confidentiality. Comply with all HIPAA regulations.
- Customer Service Oriented – Friendly, cheerful and helpful to patients and others. Ability to meet patients and others needs while following office policies and procedures.
- Decision Making – Ability to make critical decisions while following CHP policies and procedures.
- Detail Oriented – Ability to pay attention to the minute details of a project or task.
- Flexibility – Ability to adapt easily to changing conditions and work responsibilities.
- Leadership Skills – Ability to influence others to perform their jobs effectively and to be responsible for making decisions.
- Positivity – Display a positive attitude and is a positive agent for change.
- Teamwork – Work as part of a team and collaborate with co-workers.
- Working Under Pressure – Ability to complete assigned tasks under stressful situations.

Education and Experience:

Required:

- Minimum of 5 years of hands-on experience in a clinical setting.
- Strong understanding of clinical workflows, patient care standards, and healthcare compliance requirements.
- Experience with or strong aptitude for digital learning platforms.

- Excellent organizational, communication, and interpersonal skills.
- Proven ability to work independently and manage multiple priorities in a fast-paced environment.

Preferred:

- Experience coordinating education or training programs.
- Prior experience working with or mentoring MA students.
- Familiarity with clinical skill assessment and evaluation.

Certification and Licensure:

- Medical Assistant Certification or equivalent licensure.

Work Environment:

- Environmentally controlled medical office environment
- Fast paced environment with occasional high pressure or emergent situations
- Frequent exposure to bodily fluids
- Possible exposure to infectious specimens, communicable diseases, toxic substances, ionizing radiation, medicinal preparations and other conditions common to a laboratory and medical office environment
- May wear Personal Protective Equipment (PPE) such as gloves or a mask
- Frequent interaction with a diverse population including team members, providers, patients, insurance companies and other members of the public

Physical Demands:

- Frequent standing, walking, grasping, carrying, reaching, bending, stooping and speaking
- Occasional sitting
- Lifting, carrying, pushing and pulling up to 50 pounds, with assistance if needed
- May need to lift or turn patients who are disabled, with assistance if needed
- Frequent use of computer, keyboard, copy and fax machine and phone

CHP has reviewed this job description to ensure that essential functions and basic duties have been included. It is intended to provide guidelines for job expectations and the team member's ability to perform the position described. It is not intended to be construed as an exhaustive list of all functions, responsibilities, skills and abilities. Additional functions and requirements may be assigned by supervisors, managers, directors or officers as deemed appropriate. This document does not represent a contract of employment, and CHP reserves the right to change this job description and/or assign tasks for the team member to perform, as CHP may deem appropriate.

Team Member Signature: _____

Date: _____