

UW HEALTH JOB DESCRIPTION

PROGRAM MANAGER, MEDICAL ASSISTANT PROGRAM

Job Code: 543002	FLSA Status: Exempt	Mgt. Approval: W. Willey	Date: 6.22.2018
Department: Allied Health Education and Career Pathways	HR Approval: nnl		Date: 6.22.2018

JOB SUMMARY

The Program Manager, Medical Assistant Program is responsible for the Medical Assistant education program structure, organization, daily administration, periodic review and evaluation, continued development, and general effectiveness of program curricula. The Program Manager is responsible for supervision of students and didactic and clinical instructor activities. This position maintains the schedule of regular visits to all clinical affiliates/clinical education centers.

This position is responsible for clinical and didactic education for Medical Assistant students and ensuring that it is developed and updated as needed to ensure compliance with the Commission of Accreditation for Allied Health Education Programs, CAAHEP. This individual is responsible for ensuring that students are well prepared for the board exam for Certified Medical Assistants (CMA) offered by the American Association of Medical Assistants (AAMA).

MAJOR RESPONSIBILITIES

- A. Develops and plans academic curriculum.
 - a. Evaluates effectiveness of teaching by reviewing graduate performance on national certification examinations, employer surveys, graduate surveys and student surveys.
 - b. Designs, implements, and administers all aspects of the educational program for students enrolled in the Medical Assistant Program.
 - c. Participates in updating curricular changes with academic faculty to include professors from the School of Medicine and Public Health and the School of Nursing.
 - d. Formulates, implements, and administers all policy, procedure, and documentation for maintaining accreditation of the School with CAAHEP and the Joint Review Committee For Education In Medical Assisting (JRC-EMA). Prepares, analyzes, and documents all qualitative and quantitative benchmarks as required for submission of the annual report to JRC-EMA.
 - e. Supervises and participates in student selection including screening of applications, interviews, qualitative and quantitative analysis of applicants, and final decision making in the selection of students for enrollment.
 - f. Provides academic advisement and tutoring to students. Counsels students on unsatisfactory performance or inability to meet the minimum requirements of the program. Initiates and implements disciplinary action for student conduct in violation of School and/or UWH policy. Initiates and implements all decisions in cases of suspension, probation, or dismissal for academic, performance or personal reasons.
 - g. Acts as Chair of the School's Advisory Committee, Admission Committee, and student organizations.
- B. Conducts formal lectures, laboratory demonstrations, review classes and examinations.
 - a. Teaches or is able to teach all courses in the curriculum including: oral and written communication, anatomy, physiology, pathology, pharmacology, medical terminology, ethics, legal issues, quality assurance, and computer applications.
 - b. Acts as a substitute instructor when needed.
 - c. Works with other allied health instructional staff to maintain quality improvement of the curriculum, teaching methods, and instructional technology.
 - d. Serves as a community resource for information on topics in medical assisting through lecturing at local meetings.

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- C. Monitors and evaluates effectiveness of clinical training and faculty instruction.
- D. Develops and maintains relationships with multiple departments and institutions to provide clinical training and additional education offerings for medical assistant students.
- E. Ensures that all affiliation agreements are up to date and that all paperwork required by each affiliate is complete per the specifications of the contract/affiliation agreement.
- F. In conjunction with the Director of Allied Health Education and Career Pathways, prepares the annual budget for the Medical Assistant Program and engage in short and long-term planning for space and equipment necessary for education in the school and the department.

ALL DUTIES AND REQUIREMENTS MUST BE PERFORMED CONSISTENT WITH THE UW HEALTH PERFORMANCE STANDARDS.

JOB REQUIREMENTS

Education	Minimum	Associate Degree in Health Care or Education Related field
	Preferred	Bachelor or Master Degree in Health Care or Education Related field
Work Experience	Minimum	Two (2) years full-time clinical experience as a certified medical assistant and /or registered nurse, including instructional experience in the classroom or clinical setting.
	Preferred	Five (5) years full-time clinical experience as a certified medical assistant or registered nurse including instructional experience in the classroom or clinical setting.
Licenses & Certifications	Minimum	CMA and RN
	Preferred	CMA, RN and Phlebotomy
Required Skills, Knowledge, and Abilities		<ul style="list-style-type: none"> Ability to perform and instruct on a variety of daily tasks associated with Medical Assisting. Broad knowledge of the application of procedures and techniques performed by Medical Assistants. Ability to technically assess student performance in the clinical setting. Ability to understand scientific publications on topics related to medical assisting and nursing. Ability to explain complex concepts involving anatomy, physiology and pathology. Ability to organize, coordinate, and integrate academic and clinical lab exercises. Ability to supervise and motivate students. Ability to teach to a variety of learners and abilities Ability to evaluate all educational outcomes as stated by CAAHEP and to develop successful action plans to address any area that falls below specified thresholds. Strong organizational skills. Ability to communicate with a wide variety of staff, professors, administrators, patients and the general public.

AGE SPECIFIC COMPETENCY (Clinical jobs only)

Identify age-specific competencies for direct and indirect patient care providers who regularly assess, manage and treat patients.

Instructions: Indicate the age groups of patients served either by direct or indirect patient care by checking the appropriate boxes below. Next,

	Infants (Birth – 11 months)	<input checked="" type="checkbox"/>	Adolescent (13 – 19 years)
	Toddlers (1 – 3 years)	<input checked="" type="checkbox"/>	Young Adult (20 – 40 years)
	Preschool (4 – 5 years)	<input checked="" type="checkbox"/>	Middle Adult (41 – 65 years)
	School Age (6 – 12 years)	<input checked="" type="checkbox"/>	Older Adult (Over 65 years)

JOB FUNCTIONS

Review the employee's job description and identify each essential function that is performed differently based on the age group of the patient.

PHYSICAL REQUIREMENTS

Indicate the appropriate physical requirements of this job in the course of a shift. *Note: reasonable accommodations may be made available for individuals with disabilities to perform the essential functions of this position.*

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Physical Demand Level		Occasional Up to 33% of the time	Frequent 34%-66% of the time	Constant 67%-100% of the time
	Sedentary: Ability to lift up to 10 pounds maximum and occasionally lifting and/or carrying such articles as docket, ledgers and small tools. Although a sedentary job is defined as one, which involves sitting, a certain amount of walking and standing is often necessary in carrying out job duties. Jobs are sedentary if walking and standing are required only occasionally and other sedentary criteria are met.	Up to 10#	Negligible	Negligible
X	Light: Ability to lift up to 20 pounds maximum with frequent lifting and/or carrying of objects weighing up to 10 pounds. Even though the weight lifted may only be a negligible amount, a job is in this category when it requires walking or standing to a significant degree.	Up to 20#	Up to 10# or requires significant walking or standing, or requires pushing/pulling of arm/leg controls	Negligible or constant push/pull of items of negligible weight
	Medium: Ability to lift up to 50 pounds maximum with frequent lifting/and or carrying objects weighing up to 25 pounds.	20-50#	10-25#	Negligible-10#
	Heavy: Ability to lift up to 100 pounds maximum with frequent lifting and/or carrying objects weighing up to 50 pounds.	50-100#	25-50#	10-20#
	Very Heavy: Ability to lift over 100 pounds with frequent lifting and/or carrying objects weighing over 50 pounds.	Over 100#	Over 50#	Over 20#
Other - list any other physical requirements or bona fide occupational qualifications not indicated above:				

Note: The purpose of this document is to describe the general nature and level of work performed by personnel so classified; it is not intended to serve as an inclusive list of all responsibilities associated with this position.