



**Position Title:** Training Supervisor, Clinical Medical Assisting

**Reports to:** Director of Programs

**Position Summary:** The Training Supervisor is a key member of the instructional team with responsibility for maintaining a high-quality learning environment and managing daily instruction of a provided program curriculum for Clinical Medical Assisting. This position is highly collaborative and works closely with an interdisciplinary team to meet established program objectives that advance the personal, employment, and educational goals of program participants. The Training Supervisor is responsible for ensuring trainees develop workforce readiness skills and behaviors that prepare them to enter employment in allied health within a set period.

**Position Deliverables:**

- 79% of enrollments achieve workforce readiness
- 75% of Hope Builders retain employment in a career pathway for 6 months

**NOTE:** Must have a nationally recognized certificate for either the Certified Medical Exam with American Association of Medical Assistants (AAMA) or the Registered Medical Exam with American Medical Technologist (AMT)

**Key Responsibilities:**

- Implement program curriculum and daily lesson plans using a blended learning model to meet core objectives
- Demonstrate and practice effective classroom management techniques to maximize content mastery
- Coordinate all programming components including those provided internally as well as by program partners; Regularly assess program elements to ensure each program component supports established trainee outcomes and make adjustments as necessary
- Serve as the first level supervisor for trainees enrolled in the Clinical Medical Assisting program
- Serve as a professional role model to program participants
- Support the intake and orientation processes as needed
- Foster an environment of personal responsibility, problem solving, critical thinking, and communication among trainees
- Administer skills assessment at regular intervals or as needed to assess mastery of required skill sets
- Work collaboratively with the Support Services, Career Readiness, and Employment Services teams to meet workforce readiness objectives; Communicate frequently with appropriate staff to effectively maximize trainee success
- Provide all required information for weekly/monthly/quarterly/annual reports and maintain daily attendance records
- Perform other duties as assigned

**Qualifications:**

- Minimum of one (1) year 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
- Strong computer application knowledge of Microsoft Office and Teams, and medical scheduling and electronic health record systems
- 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 a plus
- AA/AS required; BA/BS preferred
- Certified Medical Assistant required

**ADDITIONAL REQUIREMENTS:**

- Must have a valid CA Driver's License, reliable transportation, and meet state required automobile insurance minimums
- Excellent organizational skills; meticulous; ability to self-start
- Strong written and oral communication skills
- Ability to work with frequent interruptions and changes in workload priorities, ability to prioritize tasks
- Ability to sit at a desk or computer for extended periods. Ability to lift at least 20 pounds. Ability to go up and down stairs throughout the day
- Demonstrates competencies in line with the core values that are the foundation of all activities performed by employees in order to achieve the mission of Hope Builders.

**Compensation and Benefits**

Salary range \$66,560- \$76,960 per year commensurate with skills and experience. For regular full-time employees, full medical, dental, and vision benefits are offered. Additional benefits available including 401(k) retirement plan with employer match and 401(a). Full time position at 40 hours a week with rare weekends and evening work.



*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 Hope Builders may be terminated at will by the employee or Hope Builders at any time with or without cause and with or without notice.*

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**How To Apply: [HR@tsjhopebuilders.org](mailto:HR@tsjhopebuilders.org)**