



Classification Description

Job Title: Program Coordinator,
Social and Human Services

Pay Grade: 116

Job Code: 4029

FLSA Status: Exempt

Job Purpose

This is responsible, professional work in coordinating and implementing instruction and instructional support for the Social and Human Services program within the School of Health Professions. Work may be scheduled and performed at all FSW campuses.

General Responsibilities

Essential Functions

Teaches didactic and hands-on components of assigned courses, as assigned by the Program Director. Eligible for instructional overload per semester if available.

Teaches course in accordance with the campus class schedule, including beginning and end of class, and all class breaks.

Maintains accurate and timely records of students' attendance and students' academic grades and progress.

Enforces all classroom management policies and processes, including attendance taking and program-related dress code.

Conducts one-on-one student advisements, course-specific student academic remediation and student coaching/tutoring when needed.

Communicates with the Program Director of Social and Human Services regarding students at risk.

Develops and implements student-centered and student engaging classroom activities and methods of teaching and learning. Assists with ongoing course changes, updates, and developments as instructed by the Program Director.

Contributes additional instructional support services, as assigned.

Develops, schedules and ensures instruction in the clinical affiliates and sites is coordinated with didactic courses of instruction and that all students receive adequate programmatic and technical instruction, exposure and experience.

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Develops a collaborative relationship with Student Services and assists with the coordination and scheduling of student support services. Assists with the supervision of HUS students facilitating peer support services at FSW.

Assists with the coordination of schedules of clinical instructors, adjunct faculty and clinical associates within the program; provides guidance and direction to assigned clinical instructors, adjunct faculty and clinical associates for proper evaluative and instructional techniques.

Responsible for identifying appropriate clinical sites for the students. Evaluates clinical experiences at affiliated clinical sites, in terms of quality, quantity, and appropriateness of student learning experiences using various techniques, including student evaluations.

Performs as a liaison with clinical sites which are used for extramural clinical or laboratory educational experiences.

Develops and maintains records that demonstrate outcome measures such as clinical experiences, student records, and employer data.

Monitors student's compliance in completing, submitting, and/or uploading any required health reports, drug screens, criminal background checks, and FSW and hospital/clinical affiliate's requirements, as determined by the Program Director.

Visits clinical sites on a regularly scheduled basis to ensure uniform and consistent practice within accreditation guidelines.

Participates actively in assigned program curriculum planning and development within accreditation guidelines.

Supervises the evaluation of student clinical performance in the cognitive, affective, and psychomotor domains of learning; communicates regularly with the program director regarding student performance and curriculum issues.

Participates in admission selection efforts as needed.

Maintains inventory of appropriate supplies, patient forms and equipment at clinical and/or laboratory training sites.

Participates in departmental, committee and other College meetings; attends local, state, and regional meetings to support the development of assigned programs.

Performs other duties as assigned.

These essential job functions are not to be construed as a complete statement of all duties performed; employees will be required to perform other job-related duties as required. An employee with a disability is encouraged to contact the Human Resources Office to evaluate the job in greater detail in order to determine if she/he can perform the essential functions of this job with or without reasonable accommodation.

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Knowledge, Skills and Abilities

Minimum Qualifications

Master's degree from a regionally accredited institution of higher education.

Three (3) years of full-time professional work experience in the discipline area.

Current active, unrestricted FL License or FL Certification as a Licensed Clinical Social Worker, Licensed Mental Health Counselor, Guidance Counselor, Licensed Family and Marriage Therapist, or Licensed Psychologist or Certification in Guidance and Counseling, or School Psychologist, is preferred but not required.

Must be able to work flexible schedule that may include evening and weekend assignments.

Ability to independently travel to all FSW campuses in Lee, Charlotte, Collier and Hendry counties and other locations for College business.

A demonstrated in-depth knowledge of the subject area to be taught.

Demonstrated experience using instructional technology, computers, and software applications.

Demonstrated ability to:

- Think critically and creatively, have a high standard of integrity, and be motivated to incorporate best practices into the organizational culture.
- Exhibit a thorough knowledge of policies, procedures, and outside regulations pertaining to the position.
- Possess a working knowledge of operational and fiscal analysis techniques.
- Make presentations in front of various group sizes.
- Take initiative and independently plan, organize, coordinate and perform work in various situations where numerous and diverse demands are involved.
- Anticipate, investigate, and analyze problems and address them proactively.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with faculty, staff, students and the public.
- Work in a fast-paced, demanding environment.
- Work independently and follow through on assignments.
- Exhibit solid organizational skills and be detail oriented.
- Work with a variety of constituencies and be willing to contribute to a team effort.
- Exercise discretion and good judgment at all times and in all contexts and maintain confidentiality.
- Work effectively with all constituencies of the College.
- Collect, organize, analyze and present information in a meaningful manner.
- Collaborate and be effective working with diverse populations.

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Critical Skills/Expertise

All employees are expected to:

- Promote a common purpose consistent with stated College goals and demonstrate a commitment to students and the learning environment.
- Possess the knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks.
- Demonstrate the ability to respond to supervision, guidance and direction in a positive, receptive manner and in accordance with stated policies.
- Provide quality customer service by creating a welcoming and supportive environment.
- Present a professional image in word, action and attire.
- Demonstrate professionalism in dealing with a diverse population while understanding and respecting each other's view of the world, personalities and working styles.
- Conduct oneself in a manner consistent with the College's standards of ethical conduct.
- Apply effective techniques to create working relationships with others to achieve common goals; successfully communicates and collaborates with others to achieve goals.
- Demonstrate skills necessary to look at situations and processes critically to make recommendations for improvement.

Work Conditions/Physical Demands/Special Conditions

Physical: Routinely requires the ability to see, hear, and speak. Routinely requires sitting, bending, stooping, walking. On occasion, incumbents may be required to lift 20 or more pounds.

Environmental: Normal general office.

Mental: Routinely requires the ability to interpret, analyze and perform critical thinking skills.

Approved: June 8, 2022. Revised: July 1, 2023, and July 24, 2023.