70 Washington Street, Suite 312
Salem, MA 01970
978.741.3805

Program Coordinator, Healthcare
Job Description

(2-28-25 post)

Introduction

Healthcare is one of the largest industries and a major economic driver in the Commonwealth. The mission of the Northeast Healthcare Hub (NEHH) is to assist healthcare employers with attracting, retaining, and growing talent by providing training and employment opportunities.

The Program Coordinator works as part of the team led by the MassHire-North Shore Workforce Board (WB) with the City of Salem as the fiscal agent and hiring entity. Workforce services for this position are currently funded through Commonwealth Corporation with other funding contributing as well. This program focuses on increasing the healthcare labor pool by recruiting and training individuals in the field. The healthcare programs work in close collaboration with the teams at the Merrimack Valley Workforce Board and the Greater Lowell Workforce Board. Other partners include the career centers from the three regions, the area technical schools, local community colleges and state universities, community-based organizations, companies, and unions. The Program Coordinator must respond to the requirements of the funding sources and to the various protocols of the partners in the process so work is accomplished and grant goals are met. Other related funding opportunities may arise and would fall under the jurisdiction of the Program Coordinator. Each grant includes both common and unique rules, regulations, and processes that must be respected and documented.

Position Summary

The program coordinator works directly with the Training Manager assisting with the coordination and implementation of training programs for unemployed, underemployed and incumbent workers, with a specific focus on the healthcare sector through grants awarded to the MassHire-North Shore Workforce Board. These training grants include services such as pre-employment training leading to employment, incumbent worker training, career exposure and exploration, job development and placement, retention, and other services. Such services require timely documentation and responsiveness to funding sources and regular collaboration with the MassHire North Shore Career Center staff, employers, community partners, and educational providers along with a focus on providing quality customer service to trainees and all partners. The programs include the implementation of career ladder activities leading to graduates, including incumbent workers, applying for and being accepted into other higher-level clinical educational programs.

Reports to: the MassHire-North Shore Workforce Board's Deputy Director in partnership with the MassHire-North Shore Workforce Board's Executive Director and the NEHH Training Manager

Specific responsibilities:

- Meet regularly with the project team including the WBs, MassHire Career Centers, community colleges, vocational technical schools, companies, community partners and others to establish and maintain relationships resulting in quality employment opportunities and careers for students.
- In partnership with the Training Manager, work to ensure services provided to student and companies including recruitment, assessment, case management, curriculum development, instruction, job placement, logistical issues, and other related grant activities are done at a high-quality level and in compliance with grant requirements.
- In partnership with the Training Manager, work with participants prior to employment to ensure participants are successfully hired and retained. Services may include tutoring, mentoring, financial literacy, life management skills, transportation, etc.

- In partnership with the Training Manager, ensure enrollment goals are being met by overseeing wraparound services to ensure that trainees have support to stay in training and successfully make the transition to related employment.
- Collaborate with the Career Center team to create and manage information sessions and other recruitment events, provide follow-up activities, and determine next steps for individuals expressing interest in the program. Communicate to companies and partners and when problems occur and assist to resolve issues and ensure satisfactory completion of the program activities.
- Assist with managing healthcare grants in conjunction with the workforce board staff, including following budget and program requirements, reporting to funding sources, recording necessary match information, entering information into databases and/or assisting partners to enter required data, completing quarterly reports, managing Memorandums of Agreement and contracts, requesting invoices, and completing general administrative tasks and other duties as they arise. Prior to submission, prepare reports for review by leadership at the MassHire-North Shore Workforce Board and others on an ongoing basis and as required by funding sources.
- Commit to the MassHire values of *Collaboration, Respect, Reliability, and Ingenuity*.

Other responsibilities:

- Bring issues to the project team as they arise so problems can be solved.
- Participate in partner convenings to ensure that communication is clear and consistent, that work flows efficiently and effectively, and that innovations to this work continually improve training services.
- As part of the team, work to ensure the sustainability of this and other training programs to best meet the needs of the healthcare industry in the region.
- Take on other responsibilities as they arise.

Qualifications:

- Bachelor's degree in related field preferred; may be replaced with solid successful experience in similar projects and operations.
- Excellent communication skills, both verbal and written, demonstrated using various technology platforms such as PowerPoint, Excel, Word, etc., as well as through in-person meetings.
- Excellent attention to detail with strong problem-solving and critical thinking skills with a high-growth mindset.
- Experience working with public and private funding sources, completing reports, and otherwise communicating to ensure efficient and complete expenditure of funds and fulfillment of project goals.
- Ability to create training opportunities for companies and job seekers within a highly complex grant-based environment, including apprenticeships and other types of training.
- Ability to set, execute, and report based on established timelines.
- Strong understanding of and empathy toward the challenges faced by historically underrepresented populations across the North Shore and eagerness to work with other staff and community agencies to address this effectively.
- Experience working in the workforce development arena with expertise in keeping partnerships cohesive and successful, building commitment and alignment, and providing information across the project team and continuing to build the team throughout the project to reflect an empathy and equity mindset.

Days and Hours:

- Monday through Friday, 8:30 AM – 5:00 PM; full-time 37.5-hour work week
- Local travel is required. Some evening work and possible Saturday work may be required: earned time off is available and flexible.
- The Program Coordinator must have and maintain a valid Massachusetts driver's license and have a reliable vehicle for travel to offsite work assignments as needed year-round with mileage reimbursement per City of Salem policies.

Salary and Benefits: up to $68,000 per year based on experience/qualifications

The City of Salem's complete benefits package includes medical and dental coverage; vacation, sick and personal leave; retirement plan.

Work Environment and Physical Demands:
3rd floor office with elevator. Parking is 1 block away in City of Salem garage, pass provided. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is typically moderate and some workspaces are shared.

This job operates in an office environment, predominantly seated, operating standard office equipment such as computers, phones, copy machines, filing cabinets, and keyboards. The incumbent has direct and indirect contact with the public and other agency and city staff. The position requires working with high volume, tight deadlines, being subject to frequent interruptions, and at times without direct guidance from supervisor. While performing the duties of this job, the incumbent is continuously required to talk, hear, and use repetitive motions of the wrists, hands, and fingers. Specific vision abilities required by this job include close vision. The incumbent will frequently stand, carry, reach, grip, and grasp; occasionally stoop, kneel, and crouch. The work involves little to light physical effort; frequently exerts up to 10 pounds of force and occasionally exerts up to 20 pounds of force. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level can vary depending upon daily activity, yet it will remain within moderate noise level range.

The City of Salem is an Equal Opportunity/Affirmative Action Employer and does not discriminate on race, color, national origin, religion, gender or gender identity, familial status, disability, ancestry, age, marital status, public assistance status, sexual orientation, veteran history/military status, or genetic information.

Qualified individuals are encouraged to send a resume and cover letter with the subject line "Application: Training Manager, Healthcare" to jobs@masshire-northshorewb.com. Applications will be reviewed on a rolling basis and the position will remain open until filled.

MASSHIRE VALUES

Collaboration – Power of partnership and streamlined integration of services to achieve effective and timely results for our Masshire-North Shore Career Center customers

Respect – Commit to understanding and valuing the diverse and unique requirements and professional goals of the businesses and people we serve

Reliability – Create trust and reliability by consistently delivering high-quality professional services at each location and at every interaction

Ingenuity – Leverage flexibility, expertise, and knowledge to successfully meet our mission, regardless of new challenges and circumstances that may arise