



Training Programs Coordinator

Do you believe health care is a human right?

Do you enjoy creating systems and structures to empower others to do great work?

Are you detailed-oriented, well organized, and passionate about supporting volunteers and developing the next generation of health care professionals?

The Training Programs Coordinator at CommunityHealth is a unique opportunity to apply your skills to ensure quality health care for all while working in a flexible, friendly, multicultural environment where everyone is passionate about the same goal.

The Opportunity

CommunityHealth seeks to hire a full-time Training Programs Coordinator (TPC). Reporting to the Senior Manager of Business Development, the TPC is responsible for coordinating medical residency, medical school, and other clinical training programs including orientation, EMR trainings, scheduling, training, and communicating with program directors. The TPC oversees provider credentialing and scheduling across multiple clinic locations and supports quality programs and EMR user profiles. The TPC ensures that staff, training programs, and volunteers are in compliance with health center policies and procedures and has a direct hand in expanding patient access at CommunityHealth by supporting and growing our volunteer provider team.

Responsibilities

- Coordinates medical residency programs, including, but not limited to conducting orientations, onboarding, trainings, coordinating scheduling and program self-assessments, and communicating with program directors as needed regarding any residency program-related issues.
- Coordinates dental, nursing, pharmacy, and medical student programs including, but not limited to conducting orientations, onboarding, and trainings, coordinating scheduling and workshops, and communicating with program directors as needed regarding any program-related issues.
- Works with key health center staff and volunteers regarding program implementation and management to further enhance patient care and access, including quality improvement projects.
- Serves as a liaison to address program participants, volunteer, patient, and staff concerns.
- Support quality programs, including but not limited to student QI project support and quality measure reporting.
- Develops training materials for training program participants, including maintenance of online volunteer resource library and ongoing enrichment programming.
- Adds and maintains provider schedules to EMR and volunteer database.
- Coordinates credentialing process for volunteer providers
- Maintains accurate service records and provider directory for training program partners and independent providers.
- Creates and maintains EMR user accounts, including creation, user support, and inactivating expired accounts to ensure accurate provider lists and system security.
- Coordinates additional EMR training as needed.
- Participates on workgroups as needed to support continuous improvement.
- Prepares and maintains process guides for Training Programs operations.

Qualifications

- Commitment to the CommunityHealth mission, model of service delivery, and core values
- At least 1-2 years relevant work experience
- Excellent verbal and written communication skills
- Strong interpersonal and customer service skills, and ability to work with diverse groups
- Strong organizational and time management skills, with outstanding attention to detail
- Proficiency with Microsoft Office Suite (including Word, Excel, PowerPoint, and Outlook)
- Familiarity with online communication/community building tools, database software a plus
- Experience coordinating volunteers, training adult learners, and/or working with educational or health care programs a plus
- LIFE EXPERIENCE: We know that many of your most character-building experiences do not show up neatly on a resume. Please use a cover letter to tell us why you would be a good fit for this job, focusing especially on those qualifications that do not appear on your resume.



Compensation

- The starting salary range for this position is \$41,000-43,000/year.
- CommunityHealth values wellness and work/life balance for our employees. To that end, we offer a wide range of benefits for employees, such as a hybrid in-person/remote work schedules, health insurance, retirement savings, a variety of opportunities for paid time off, and more. Read more about our [Total Rewards Package here](#).

To apply: Interested candidates should submit a cover letter and resume (NO PHONE CALLS) to:
Ava Zeligson, Senior Manager of Business Development, azeligson@communityhealth.org

CommunityHealth is an equal opportunity employer and is committed to building a diverse team. Bilingual (especially Spanish or Polish speakers) candidates are strongly encouraged to apply for all positions at CommunityHealth. Our work environment is safe and open to all employees, respecting the full spectrum of race, color, religious creed, sex, gender identity, sexual orientation, national origin, political affiliation, ancestry, age, disability, genetic information, veteran status, etc.

NOTE: All employees are required to be fully vaccinated against COVID-19 and boosted when eligible as a condition of employment (or must obtain approval of a medical or religious exemption prior to start date).

About CommunityHealth

Founded in 1993, CommunityHealth is the largest volunteer-based health center in the nation. We provide primary and specialty care, medications, lab testing, mental health services, and health education at no charge to low-income, uninsured adults in Chicago. [Visit our website to learn more!](#)