**Purpose, Scope & Dimension of Job:**

**Purpose:**
Managers at Mott Community College are accountable for eight key results as follows:

1. **Planning and Execution:** Managers are paid to get results through others. They are accountable for the production of others as well as self; they make the right things happen the right way. This includes ensuring that departmental operations are executed successfully and planned results are obtained; delegating appropriately; monitoring activities of subordinates; creating an environment so that subordinates can accomplish their assignments; responding to the needs of the department’s clients/customers; conducting necessary planning and organizing efforts, and coordinating and integrating activities and efforts within and outside of their own department.

2. **Improvement:** Maximizing the performance of their own department. Making the College organization stronger (more efficient, more effective). Providing appropriate leadership to insure that departmental operations are improved; contributing to college-wide improvement efforts. Identifying the need for change (identify goals and objectives); taking initiative; fostering a climate where subordinates generate suggestions for change.

3. **Strategic/College Perspective:** Incorporating consideration of the broader organizational perspective into tasks and assignments (affirmative action, for example); integrating the interests of stakeholders into planning, decision making and action. Conducting self as a spokesperson for College and as a member of the management team. Work collaboratively with other managers across the organization, subordinating departmental interests to broader College interests when appropriate.

4. **Develop Subordinates:** Help them to maximize their contribution to the organization and to grow professionally. Take corrective action with subordinates when performance needs improvement. Foster effective teamwork.

5. **Relationships and Communications:** Build effective relationships both within and outside the department; seek input from and maintain effective ongoing communication with others. Manage conflict to ensure least disruption to organization.

6. **Problem Solving/Decision Making:** Analyze business problems; create effective solutions; exercise good judgment.

7. **Safety:** Create a safe work environment; manage risks; reduce exposure to liability.

8. **Behavior:** Be a role model for subordinates; set the example.
The Supervisor provides leadership and direction for the Institute for Medical Simulation (IMS) and is accountable for all instructional, operational, and budget aspects of the IMS.

The Supervisor of the IMS will be committed to enhancing patient safety and satisfaction by developing and hosting multidisciplinary Simulation Training programs. Under general supervision of the Executive Director of Corporate Services and Director of Continuing Education, this position is responsible for contributing to Continuing Education’s mission by assisting with the development and execution of customized training projects and acting as the single point of contact for customers throughout the entire lifecycle of the project.

This position promotes the use of simulation as a teaching tool, and assures effective maintenance and operation of the IMS. This position:

- Promotes the use of simulation as a teaching tool
- Assures effective maintenance and operation of the IMS
- Provides supervision of the IMS staff
- Serves as primary contact within and outside of the IMS
- Develops annual budget, monitor revenue/expenditures throughout the year and manage funding sources
- Develops implements and administers contract budgets for IMS activities to ensure customer needs are met and program stays solvent
- Ensures contracts are maintained and revenue sources maximized
- Seeks external funding to support operational and maintenance costs of the IMS
- Establishes and maintain collaborations with local health care organizations to identify opportunities to integrate patient simulation technology into existing healthcare curricula
- Is responsive to the needs of the local community in terms of educational offerings utilizing simulation technology

**Purpose of Job:**
Key expectation of the IMS Supervisor is to operate in a financially responsible manner, including but not limited to, covering all costs, including capital and operating expenses; and ensure superior customer service to both internal and external users of the site. The position works collaboratively with the College leadership, academic divisions (especially Health Sciences) to create and nurture partnerships and relationships with health care community, and other institutions of higher education.

**Scope:**
The duties of this position encompass center operations, marketing, administration and continuous improvement. Key performance expectations include exhibiting initiative, enthusiasm, flexibility and teamwork in accomplishing the responsibilities of the position.

**Supervisory Responsibility:**
The Supervisor is responsible for supervising the IMS staff, which includes the Simulation Application Developer and Medical Specialist, and the Simulation Technician/Support Specialist, contract instructors, temporary employees, student employees and any additional employees hired as the IMS expands. The Supervisor also guides and oversees the work performed by external consultants and clinical educators.
This position is responsible for providing leadership to various committees and groups in collaborative efforts such as conference and seminar planning.

**Essential Duties/Major Accountabilities:**

1. **Program Administration**
   A. Oversee all activities of the Institute in alignment with the Strategic/Business Plan.
   B. Leads the contracting, planning, execution, evaluation and documentation of all IMS learning events.
   C. Develop and insure compliance with all appropriate policies and procedures to meet MCC requirements and industry standards. Special attention to accreditation and training certifications.
   D. Build collaborative relationships in the community to promote integration of simulation into curricula and enhance patient safety and satisfaction.
   E. Hire, supervise, evaluate, develop and terminate IMS staff to insure appropriate staffing levels.
   F. Ensures equipment and materials for the programs are purchased at the lowest cost possible following College procedures.
   G. Engage contract instructors as needed to assure the quality and regulatory compliance of IMS courses. Provide administrative and academic support to ensure instructors are adequately prepared to teach.
   H. Evaluate programs by developing tools to assess individual classes and the program as a whole for continuous process improvement. Ensure the program is cost effective and meets learning outcomes and generates reports on same.
   I. Develop and facilitate collaboration between local and regional simulation centers to capitalize upon opportunities for economies of scale, reduce duplication and promote a community wide approach to simulation in education.
   J. Collaborate with medical and nursing educators, vendors and emergency response trainers, to provide continuing education opportunities for the healthcare professionals and paraprofessionals in our region.

2. **Marketing**
   A. Conduct market research.
   B. Direct and coordinate the public relations/marketing efforts of the IMS, including but not limited to: advertising, sales, tours, meetings and the IMS website.
   C. Establish and maintain collaborations with local health care organizations. Identify opportunities for improvement, innovation, implementation and integration of patient simulation technology into existing healthcare curricula.
   D. Represent the IMS at local, state and national meetings and conferences as approved by supervisor.

3. **Financial Management**
   A. Responsible to develop an annual budget and supervise all financial activities.
B. Work with the Foundation for MCC to identify and procure additional funding through donations and philanthropy.

C. Maximize external grant acquisition by: identifying grant sources; working with the College grant writing team to identify grant needs and to prepare proposals. Administer all grant monies received.

D. Procures donation of surplus medical supplies/equipment from local hospitals, suppliers and vendors for use in teaching.

E. Works with vendors to procure all needed equipment and supplies at a competitive or reduced rate, via “loanation”, or consignment.

4. Facility Management
A. Ensures that the IMS environment and equipment (including manikins and ambulance) remain in working order and have necessary preventive maintenance on a regular basis.

B. Designs and configures space in the IMS and reserves additional classroom, A/V equipment and other resources as needed to meet educational outcomes and promote customer satisfaction

**Accountability Standards for All Continuing Education (CE) Staff:**
A. Ensures that assigned projects and activities adhere to accepted professional standards.

B. Coordinates work efforts with other appropriate groups such as accounting, other CE staff, vendors, supervisors, and managers.

C. Conducts basic research, assemble data and information, prepare reports, and complete surveys.

D. Performs or assist in the performance of any task required of any member of the CE Department when necessary due to workload, absences, deadlines, etc. Assist other members of the CE Department when needed or observed.

E. Ensures that the College is in compliance with the legal, regulatory, contractual, collectively bargained, and procedural requirements related to assigned operations.

F. Creates, documents and communicates user-friendly, efficient policies and procedures for assigned areas of responsibility.

G. Gives presentations to employees and supervisors.

H. Prepares reports and studies; maintain data, files, etc. needed to document and defend the actions of the College related to assigned areas of responsibility; and create and maintain organized libraries of information, reference materials, policies and procedures for CE operations to minimize the transition time required of a new or replacement employee.

I. Generates support for the CE Department by providing high quality customer support. Communicates and provides accurate and timely information and service to the various customers served by and groups who interact with the CE Department to meet customer needs and create a positive impression of the College’s CE Department. Promptly resolves questions and problems related to assigned areas raised by either employees or customers.

J. Identifies the need for changes in policies and procedures and take initiative to implement within assigned area of responsibility or make recommendation for change to responsible party.

K. Serves as an advocate for and representative of the College’s and management’s interests and position.

L. Represents, explains, and advocates the College’s and management’s position when interacting with
**Minimum Required Knowledge, Skills, and Abilities:**

1. Bachelor’s degree.
2. Three years full-time experience in a healthcare environment.
3. One year experience working in a medical simulation lab.
4. Professional affiliation/contacts with local or regional healthcare groups and facilities.
5. Demonstrated work history of providing high quality, strong customer-oriented services including: problem-solving orientation; strong listening skills; coordination of work effort with others and teamwork.
6. Demonstrated history of coordinated work effort with extensive follow-through and follow-up; experience identifying customer needs; conflict resolution; ability to put customer before self; and creation of user-friendly communications.
7. Ability to interact effectively with and communicate effectively with healthcare professionals, vendors and suppliers, and the greater college community.
8. Work history which demonstrates personal initiative in, and ownership of, assigned areas of responsibility as well as the proactive implementation of change.
9. Solid personal and interpersonal skills including high energy level; cheerful, positive disposition; strong verbal and written communication skills; strong work ethic; “can do,” problem solving attitude; flexible and adaptable; able to work independently and in groups. Ability to work with diverse groups of people.
10. Capable of developing and delivering presentations to diverse client base.
11. Ability to speak clearly and communicate proficiently in English.
12. Ability to appropriately use standard office productivity software, such as MS Word, Excel and PowerPoint.
13. Ability to work successfully in an environment without detailed direction and in the absence of work process documentation.
14. Must be able to obtain and successfully maintain a commercial driver’s license within 90 days of employment (for ambulance)
15. Willingness and ability to work the hours necessary to meet the needs of our customers and achieve departmental goals, including work outside of the standard office hours and on weekends.
16. Demonstrated ability to succeed in a team-oriented environment.

**Additional Preferred Qualifications:**

1. Bachelor’s degree in Business Communication, Business Administration, Healthcare Administration or related area.
2. Prior experience in an education environment.
3. Prior marketing, sales or advertising experience.

**Unique Aspects of the Job:**

1. The Institute of Medical Simulation is located at Mott Community College’s Southern Lakes Branch Center, approximately 20 miles from MCC’s main campus. This position requires a great deal of travel to various institutions and businesses throughout the area as well as to occasional meetings at MCC’s main campus. Occasional regional travel may also be required.
2. This position will be required to drive the training ambulance to various locations for training and demonstration.

**Hours/Schedule:**
40 hours plus additional hours as required. It may be necessary to work some nights and weekends.

**Physical Requirements:**
Must be able to move equipment and supplies weighing up to 30 pounds.
Must be able to move around and position self in ways that allow access to equipment and supplies.

**Signatures:**

Chuck Thiel, Executive Director Corporate Services and Director of Continuing Education

Scott J. Jenkins, Vice President Student and Administrative Services

Employee

*This job description is intended to summarize the type and level of work performed by the incumbent and is not an exhaustive list of duties, responsibilities and requirements.*

*This section to be completed by a Human Resources representative*

**Employee Group & Grade:** S&M; Grade 4

**Affirmative Action Group:** 14; Business Services Managers and Supervisors

**Job Description Status:** OFFICIAL

Reviewed by Human Resources: ____________________________ __________________________

Initials Date