



Job posting

PROGRAM MANAGER, Surrey Academy, FT, Exempt

This position is in-person

Surrey

60 Surrey Way

Devon, PA 19333

POSITION SUMMARY:

The Surrey Academy will offer a comprehensive education and training program for both home health care candidates and family members, ensuring that each have the skills and knowledge to effectively perform their caregiving duties. We feel strongly that anyone responsible for the care of older adults should be properly trained and prepared to provide the highest standards of care.

The Academy will provide an educational model that combines various in-person and remote learning methods with direct hands-on skill development in a learning lab, complemented by “internships” with experienced caregivers who will mentor new caregivers and oversee their continued development.

The Program Manager will report to the Chief Operating Officer and is responsible for the planning, management, and coordination of all programs, and ongoing support of students, both professional caregivers and family members, as they move forward toward the successful completion of the program.

SPECIFIC RESPONSIBILITIES:

Coordinates all aspects of Surrey Academy participation including management of schedules, program and location logistics, student evaluations, mentoring, and completion certificates

Coordinates all virtual programming related to the Academy, continuing education, and Staff Caregiver Support Groups.

Assists in-house recruiter and participates in recruiting activities to identify students to participate in Surrey Academy

Represents Surrey Academy externally to potential students, learning partners, community organizations, and other venues to generate interest and expand participation

Assists students in achieving learning objectives through technology and online training

Distributes and monitors self-directed learning modules

Provides guidance, support, and direction in the use of technology as needed

Oversees independent study, answers questions, serves as an advisor to students.

Holds students accountable for learning objectives and program timeframes

Monitors progress, intervenes as necessary for respecting timelines and program criteria

Organizes schedules and oversees on-site learning and skills lab participation

Working with the RN, schedules and coordinates clinical internships, and provides support to caregiver mentors

Provides support and assistance to facilitator/trainer during in-person sessions as needed

Conducts evaluations of students, maintains students' records, and assures compliance with education and performance standard

Ensures student completion of all aspects of Surrey Academy prior to employment offers

Fosters partnerships with other educational organizations to offer a career path for students

Plans and implements graduation ceremonies

REQUIREMENTS

Experience with training, tutoring, program management, or other educational and professional development activities required

Minimum of 3-5 years' experience in project management required

High school diploma or GED required

Bachelors' degree preferred

Healthcare industry experience a plus, but not required

KNOWLEDGE, SKILLS, ABILITIES:

- Strong computer literacy, including proficiency in Microsoft office, training software
- Understanding adult learning techniques
- Able to work collaboratively to help others achieve goals
- Flexible and adaptive in style to address individual needs
- Effective oral and written communication and presentation skills
- Solid ability to conduct different types of interviews
- Excellent organizational skills
- Self-starter who works independently
- Above average attention to detail
- Excellent interpersonal skills
- Proficient in Microsoft Office
- Ability to maintain a high level of confidentiality

Surrey is an Equal Opportunity Employer. Qualified applicants will not be discriminated against on the basis of race, religion, gender and gender identity, nationality and origin, disability, sexual orientation, age, and veteran status.

COVID-19 precautions

Surrey is following all CDC guidelines relative to COVID-19.

APPLYING

Resume required. Email both to [Kathy Tougher, MBA](#).