

Position Title: Healthcare Administration Training Coordinator
Department: Career Pathways
Reports To: Director, Career Pathways
FLSA/ Status: Non-exempt/ Part Time (32 hours per week)
Job Grade: 5
Hiring Range: \$26.5 to \$28 per hour
Revised: January 2026

WHO WE ARE

Mi Casa Resource Center (MCRC) is committed to creating pathways of opportunity for low-income and underserved individuals. For more than 45 years, we have provided award-winning workforce, small business, and youth development programs throughout Metro Denver. Currently, MCRC educates, trains, and supports youth and adults on their path to economic success. Additionally, MCRC partners with the area's most respected organizations to provide economic and educational services to assist families on their path to achieve their economic goals and realize their dreams.

Our Business and Career Pathways programs support economic growth. Career Pathways trains, supports, and connects low-income jobseekers to high-demand careers that meet their personal and professional needs. Business Pathways combines training, consulting, and wraparound services for underserved business owners and entrepreneurs at every stage. With MCRC's support, participants gain the education and skills needed to generate income, move up career ladders, and build businesses.

WHY WORK AT MI CASA

- Be part of an organization and team culture that values employee input, makes data informed decisions, cares about the community, and has fun while doing it.
- Paid time off! Mi Casa offers three weeks of vacation time per year (accrued), two personal days, health days and 15 paid holidays including our year end closure from Christmas Eve to New Year's Day.
- Amazing benefits such as major medical insurance, dental and vision insurance, employer paid short term and long-term disability plans and a 403(b)-matching program.
- Professional development opportunities and a team that will support your growth.
- Opportunities to participate in committees such as workplace culture and safety.

POSITION SUMMARY

Mi Casa Resource Center is seeking a professional with strong presentation skills, excellent interpersonal communication, understanding of low income and diverse communities and knowledge or experience in healthcare administration or medical administration to join us as a part time Healthcare Administration Training Coordinator.

The Healthcare Administration Training Coordinator is responsible for the instruction, participant technical skill development, operational tasks, content support and industry alignment for Medical Administration. The Training Coordinator connects participants to support services including resource navigation, coaching, higher education, or other resources leading to educational attainment and/or career opportunities. This position ensures quality assurance through data entry and curriculum improvement. In addition, the Training Coordinator supports all aspects of training including enrollment, retention, completion, and logistics of Medical Administration and Soft Skills Training. This position will also support a caseload of 15 enrolled participants assisting them to connect with and enroll in education pathways.

This is a part-time (32 hours per week) nonexempt benefit eligible position. The person in this role needs to be able to work 4 days a week, 8 hours per day, with the ability to be flexible to work evenings till 7:30pm to meet training needs. The role will also be eligible to work one day per week remote upon completing 90-days at the organization.

KEY RESPONSIBILITIES

Participant Interaction

- Delivers engaging in-person and virtual training sessions for Medical Administration courses using adult learning principles.
- Facilitates workshops, orientations, and skill-building sessions for diverse learner groups and adapts facilitation styles to meet learner needs, cultural backgrounds, and skill levels.
- Manages classroom dynamics and creates an inclusive, supportive learning environment.
- Develops external partner, higher learning institution, and/or employer engagement opportunities within workshops, webinars, and trainings.
- Provides one-on-one or small group coaching to reinforce learning and support skill application to ensure the goal of 80% cohort completion.
- Offers guidance, feedback, and encouragement to help learners meet program expectations and identifies learners who need additional support and coordinates follow-up as needed.
- Provide Coaching and Education support for at most, 15 participants who are enrolling or interested in enrolling into higher learning institutions with an emphasis in Healthcare Administration, Medical Assisting, and other healthcare related pathways.
- Coordinates handoffs to career coaching or resource navigation staff when needs extend beyond instructional scope.

Operational Tasks

- Plans cohort calendars with CP Director and completes room assignments, and technology needs in advance of each class session.
- Maintains accurate attendance, milestones, pre/post training surveys, and outcomes in the learning management system within set timelines.
- Audits training records for accuracy and completeness and resolves discrepancies prior to reporting deadlines.
- Coordinates scheduling, communication, and logistics for training activities in partnership with the Director, Career Pathways.
- Creates back-up plans for instructor coverage during absences in partnership with the Director, Career Pathways.
- Provides feedback on curriculum effectiveness and learner engagement.
- Makes minor updates to existing materials (e.g., examples, visuals, handouts) and ensures training materials are current, accurate, and aligned with program goals.
- Collaborates with instructional designers or program leads to make content improvements.
- Serve as the primary point of contact for cross-functional issues that affect training delivery.

Partnerships

- Attends Sector Based Partnership meetings and/or meet with the Director of Career Pathways and the Senior Employment Engagement Coordinator to receive input and feedback from industry and higher learning institution partners.
- Coordinates with Healthcare higher education partners on portfolio reviews, challenge exams, and credit transfer requirements according to memorandums of understanding issued by the Director, Career Pathways.

- Integrates employer and higher education input into workshops and trainings and documents their feedback for continuous improvement.

Independent Judgement

- Uses discretion, teamwork, and problem solving in determining best ways to support participants.

Evaluation

- Ensures timely, accurate, and detailed maintenance of files and data management on all participants in all relevant data systems.
- Collects learner feedback, analyzes completion and performance trends, and recommends changes that improve outcomes.
- Monitors learner performance and report trends to program leadership.
- Participate in team meetings to refine training processes and enhance program quality.

Other

- Connects participants to various events at MCRC as needed.
- Promotes and supports fundraising efforts and outreach activities as needed.
- Contributes to organizational team effort by attending staff meetings and serving on committees.
- Performs related duties as assigned within their scope of practice.

QUALIFICATIONS

- Two to four years' experience in instruction, training or facilitation related to healthcare administration or an equivalent combination of education and experience.
- Understanding of credentials, certificates, and/or higher learning institutions.
- Understanding of the healthcare administration field and careers.
- Outstanding facilitation, written and verbal communication skills.
- Advanced proficiency in Microsoft 365 and Google Suite and experience with learning management systems or Salesforce a plus.
- Culturally Competent individual with experience and ability to communicate with diverse populations.
- Bilingual English/Spanish is preferred.
- Ability to work a flexible schedule including up to two evenings per week based on training schedules and occasional weekends for special events as required to meet the needs of the organization.
- Background check is required and valid Colorado Drivers' license & auto insurance as well as a good motor vehicle record.

KEY COMPETENCIES

- Respect for low-income and diverse communities
- Strong networking, presentation, and group facilitation skills
- Adaptability and flexibility in a rapidly changing environment
- Taking initiative and demonstrating proactive approaches
- Excellent interpersonal communication
- Team-player with a growth mindset
- Strong attention to detail and organization

We know that women and people of color are often less likely to apply to a position if they don't match 100% of the job qualifications. Don't let that be the reason you miss out on this opportunity! We encourage you to apply even if you don't think you're the perfect candidate.



Mi Casa Resource Center is an equal opportunity employer.

Interested individuals should email a cover letter and resume to jobs@MiCasaResourceCenter.org by May 29, 2026. Interviews may occur as qualified candidates apply.