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<b>Job Title</b>	Senior Implementation Manager
<b>PVN ID</b>	HC-1809-002713
<b>Category</b>	Managerial and Professional
<b>Location</b>	HUNTER COLLEGE
<b>Department</b>	Silberman School of Social Work
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$85,000.00 - \$85,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Nov 05, 2018 (Or Until Filled)

## General Description

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The National Center for Child Welfare Excellence, Silberman School of Social Work at Hunter College through an exciting new partnership with New York City Administration for Children Services (ACS) will develop, implement and evaluate transfer of learning strategies for the ACS Workforce Institute. The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice direct service staff as they strengthen and support New York City's families and children. Through partnership with the City University of New York (CUNY), the ACS Workforce Institute offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider agency staff. Through the Silberman School of Social Work and ACS partnership, the Senior Implementation Manager will join a dynamic team responsible for launching the new Supporting Knowledge into Practice (SKIP) initiative.

Reporting to the SKIP Program Director, the Senior Implementation Manager will have both supervisory duties and will also perform all Practice Instructor duties—such as leading on-the-job group learning sessions and making assessments of new learners. Practice Instructors are responsible for supporting the on-the-job learning of newly hired Child Protective Specialists (CPS) as they navigate their initial core training period. By providing new CPS with a set of structured experiences and activities, both in the borough CPS offices and in groups led by the Practice Instructor, their role is to reinforce what CPS are learning in the classroom and support them in translating that knowledge and skill into practice. Practice Instructors also play an important role in providing feedback on learners' strengths and areas for improvement, to make their transition to the borough offices as seamless as possible and to identify developmental needs early on.

The Senior Implementation Manager will work closely with, and in coordination with, the Supervising Practice Instructor at ACS's James Satterwhite Academy (JSA). The new hire will be stationed at JSA in Manhattan but will also be expected to regularly travel to the DCP borough offices (located in all five boroughs) as part of their role.

## Other Duties

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Two key responsibilities of this position will be to provide daily supervision to four Practice Instructors on the SKIP team, and to work closely with the Supervising Practice Instructor at the James Satterwhite Academy (who will be directly supervising another two Practice Instructors employed by ACS) to jointly ensure that the role of the Practice Instructor is implemented according to outlined expectations and standards. Additionally, the Senior Implementation Manager will also be responsible for all Practice Instructor duties.

The daily job responsibilities for this role include:

- Leading the implementation of a newly developed Practice Instructor role and on-the-job learning experience for newly hired Child Protective Specialists, in collaboration with the ACS James Satterwhite Academy
- Providing regular supervision and staff development to four Practice Instructors through the provision of coaching and support, to ensure team members are equipped to be successful in their role
- Collaborating with the Supervising Practice Instructor at the James Satterwhite Academy to ensure vision alignment and quality implementation
- Providing the tools, support, and structure needed to ensure that borough-based on-the-job learning experiences are maximally effective in helping new CPS staff translate knowledge into practice during their initial training period
- Coordinating, developing, and leading on-the-job learning activities and facilitated sessions with groups of new CPS staff, which will entail implementing a program of structured activities designed to support new CPS's transfer of knowledge into practice in a low-risk, supportive, and coaching-focused environment
- Attending CPS core training along with new CPS staff to provide support, as directed, to in-classroom trainers/simulation leaders
- Coordinating with trainers/simulation leaders, borough Staff Development Coordinators and borough Training Unit staff to ensure appropriate support for new CPS staff during their initial training period and to facilitate their successful transition to the borough offices
- Assessing learners' strengths and areas for improvement on an ongoing basis, including the gathering of critical assessment and observation feedback from trainers, simulation leaders, borough Staff Development Coordinators and Training Unit staff, and providing strengths-based feedback to learners to support their development and growth
- Other duties as assigned

## Qualifications

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- Master's Degree in Social Work, Counseling, Psychology, or related field
- Preference for candidates who have experience in managing training and/or onboarding programs, facilitating learning, developing curriculum, supervisory or management coaching, motivational interviewing, and child maltreatment related risk and safety assessment
- Sensitivity and experience working with diverse cultural and linguistic populations
- Minimum of 3 years of experience directly supervising supervisors
- Minimum of 5 years of public and/or private agency experience working within a child welfare system
- Ability to travel between program locations to supervise and support staff

#### **Preferred Skills:**

The preferred candidate should possess strong management and supervisory skills; excellent written and oral communication skills, with the ability to effectively speak in and facilitate groups; excellent interpersonal skills, with the ability to work with diverse groups of people; a strong working knowledge of the coach approach and strong coaching skills; ability to positively engage with partners in various levels of hierarchy; ability to work as part of a team, as well as independently, to achieve necessary results; capability to prioritize tasks and manage multiple projects at one time; and strong organizational skills and attention to detail. A commitment to a collegial workplace is required.

**Hours:** 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

**Applicants are asked to submit a cover letter that details how your qualifications match this position description along with a resume, and contact information for three references.**

**Please submit applications through the Careers at RFCUNY Job Openings website at <https://www.rfcuny.org/careers/>**

All staff working on this project in partnership with the ACS WI will be employees of the Research Foundation of the City University of New York. Employment is contingent on satisfactory clearances.

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