

Job Title	Senior Implementation Manager
PVN ID	HC-2111-004358
Category	Managerial and Professional
Location	HUNTER COLLEGE
Department	Silberman School of Social Work
Status	Full Time
Annual Salary	\$90,000.00 - \$90,000.00
Hour(s) a Week	35
Closing Date	Feb 22, 2022 (Or Until Filled)

General Description

The National Center for Child Welfare Excellence, Silberman School of Social Work at Hunter College through a partnership with the New York City Administration for Children Services (ACS) supports continuous quality improvements efforts and implements, evaluates, and continuously improves transfer of learning strategies for the Office of Training and Workforce Development. The Office of Training and Workforce Development provides foundational and continuous learning for child welfare and juvenile justice direct service staff and supervisors through the ACS James Satterwhite Academy and Workforce Institute. Through the use of simulation, coaching and other best practices in adult learning, staff develop strengths-based skills to protect and support the children, youth and families of New York City. The ACS James Satterwhite Academy (JSA) focuses on establishing the foundations of fundamental practice for newly hired staff and supervisors. The ACS Workforce Institute (WI) provides ongoing professional skills development for staff and supervisors at ACS and its many partner agencies across the child welfare and juvenile justice sectors.

<https://www.nycacstraining.org>

Reporting to the Program Director, the Senior Implementation Manager will work closely with CUNY and ACS leadership to support transfer of learning strategies within New York City's child welfare system. Working collaboratively with the ACS leadership, the Senior Implementation Manager will supervise a team of coaches located within the ACS Division of Child Protection (DCP) and Division of Youth and Family Justice (DYFJ). Coaches will use the coach approach to support supervisors and managers to integrate coaching into supervisory practices, with a specific focus on developing and implementing strategies to support the transfer of learning for ACS WI learning programs.

The Senior Implementation Manager will join a team of CUNY colleagues working at the ACS Workforce Institute and will travel regularly to support team members based at one or more of the ACS Division of Child Protection and/or Division of Youth and Family Justice locations in: Bronx, Brooklyn, Manhattan, Queens, and/or Staten Island.

Other Duties

Responsibilities of this position include:

- Partnering with leadership and the ACS WI coaching team to promote and establish buy-in for the vision and planning related to building a learning culture and implementing the coach approach.
- Leading efforts to integrate coaches into DCP borough offices and DYFJ program locations in order to support supervisors and managers to incorporate the coach approach into supervision and implement strategies to support staff to practice newly learned skills on the job.
- Supervising and coaching a team that will support the planning and implementation of this initiative, collect data, and continuously monitor results.
- Supporting the design, pilot, and implementation of coaching opportunities for supervisors and managers to support transfer of learning efforts for identified learning programs.
- Observing and conducting fidelity assessments of coaching collaboratives, skill refreshers, practice labs, and individual coaching sessions with staff.
- Providing input into the development of evaluation tools used to measure impact and benefits of the coach approach and transfer of learning strategies.
- Using data as a tool for assessing staff performance and supporting programmatic decision making.
- Liaising with internal and external leadership to proactively trouble shoot barriers to implementation.
- Public speaking, as needed, regarding the initiatives described above.
- Attending meetings with CUNY and ACS leadership, as required and necessary to fulfill the functions of this position.

Qualifications

Qualifications:

- Master's Degree in Social Work, Counseling, Psychology, or related field
- Preference for candidates who have expertise in 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 or juvenile justice system
- Ability to travel between program locations to supervise and support coaching staff

Preferred Skills:

The preferred candidate should also possess the following: ability to conceptualize, process, develop and implement projects in a timely manner; strong working knowledge of supervision and coaching on all levels; experience leading or providing integral support to a large scale organizational change program; ability to speak to large groups and experience with facilitation; working knowledge of organizational development and change management theories and strategies; 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; excellent oral and written communication skills; strong organizational skills and attention to detail; and 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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