
Job Title	Program Coordinator
PVN ID	HC-2302-005453
Category	Administrative Services
Location	HUNTER COLLEGE
Department	Silberman School of Social Work
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Nov 03, 2023 (Or Until Filled)

General Description

The National Center for Child Welfare Excellence, Silberman School of Social Work at Hunter College through an exciting partnership with New York City Administration for Children Services (ACS) will develop, implement, and evaluate transfer of learning strategies for the ACS Workforce Institute (WI). 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 frontline staff as they strengthen and support New York City's families and children.

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.

<https://www.nycacstraining.org>

Reporting to the Deputy Director of Budget and Operations, the Program Coordinator will work closely with CUNY and ACS leadership and staff to support efforts to promote and establish buy-in for the vision and planning related to building a learning culture and implementing the coach approach; ensure successful and efficient program operations.

The Program Coordinator will join a team of CUNY colleagues who work on site 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:

- Maintain supply room and cabinet, identify supply shortage, and collaborate with Deputy Director of

Budget and Operations to ensure staff's supply needs are met.

- Keep track of inventory and manage the maintenance of program equipment.
- Provide operational support for recruitment, including tracking applications, coordinating candidate interviews with hiring managers.
- Participate in New Hire onboarding process and collaborate with Deputy Director of Budget and Operations, Hiring Manager, and ACS Administrative Manager to ensure a smooth and positive onboarding process for new hires.
- Provide support for continuous quality improvement for employee onboarding and exit processes.
- Track and reconcile learning event sessions and activity trackers in all data systems and support continuous quality improvement processes.
- Collect printing requests and fulfill the printing needs with vendors.
- Coordinate scheduling of messenger services
- Provide support to SKIP leadership with special projects when needed.
- Provide administrative support to SKIP leadership and staff, assist with solving day-to-day operational and programmatic issues.
- Attend learning events and meetings as required and necessary to fulfill the needs of the department and to support the timely meeting of the deliverables.
- Communicate effectively and maintain positive, courteous, supportive, and professional working relationships with all levels of contacts.

Qualifications

- Bachelor's degree
- Minimum two years of administrative and customer service experience in an office setting
- An exceptional commitment to accuracy and attention to detail.
- High degree of flexibility and maturity to work in an innovative, fast-paced environment, and to readily embrace change.
- Ability to show initiative, critical thinking, reasoning and problem solving
- Strong interpersonal and communication skills
- Excellent customer service skills
- Work independently and identify potentially more effective methods of work operation.
- Sensitivity and experience working with diverse cultural and linguistic populations.
- Be able to prioritize and work on multiple large and small activities simultaneously
- Knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint).
- Commitment to a collegial workplace is required

Hours: 35 hours/week (daily schedule 9am-5pm) currently working hybrid schedule.

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.

This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19

