

<b>Job Title</b>	COPE Program Manager
<b>PVN ID</b>	JJ-1608-001338
<b>Category</b>	Instruction and Social Service
<b>Location</b>	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
<b>Department</b>	The Center for Career and Professional D
<b>Status</b>	Full Time
<b>Salary</b>	Depends on qualifications
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Oct 18, 2016 (Or Until Filled)

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## General Description

### ***Background***

The College Opportunity Program to Prepare for Employment (COPE) serves CUNY students collecting public welfare benefits. CUNY has a 20 year relationship with the City's Human Resources Administration (HRA) to support public assistance recipients to attend CUNY, meet HRA work obligations, graduate in a timely manner, and find gainful employment. Collectively each year, the programs serve 4,800 students across 19 campuses.

COPE is currently in the midst of a strategic planning process to revamp core programming to better support students on public assistance enrolled at CUNY. The new program model balances academic advising and personal supports with workforce preparation, leadership development, and community engagement while maintaining students' compliance with HRA regulations. This model blends elements of successful college completion programs with work opportunities, personal development, and academic excellence.

### **General Duties**

Develops and manages COPE services in a College Unit and assumes a leadership role in the design and deliver of creative approaches to career/academic education and planning.

- Assists in unit planning, such as setting goals and objectives, and monitors status of progress toward meeting goals
- Designs and produces outcomes assessment reports; reviews outcomes and feedback and recommends strategies to expand and improve services
- Directs a portfolio of targeted career programs such as mentoring, internship and alumni programs
- Manages one or more aspects of career office operations, such as on-campus recruiting
- Evaluates new technologies, assessment materials, and other career tools, makes recommendations, and

acquires/implements them

-Provide career and academic counseling to students

-Performs related duties as assigned

## Other Duties

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### ***Duties of the Program Manager: COPE Career and Work Readiness Specialist***

Reporting to the Associate Director for the Center for Career and Professional Development, the Program Manager serves as the lead manager for the COPE program.

Provide day-to-day supervision for the COPE staff including the COPE Advisor and COPE Attendance Monitor

- Direct programs and services to ensure the career success of students from the COPE program
- Develop work and career readiness curriculum;
- Facilitate personal and professional development seminar series;
- Identify on-campus placement slots for HRA Work Study Program participants which includes creating and maintaining collaborations with other college offices;
- Administer career self-assessments;
- Work with students to address any immediate employment needs and to increase students' career-awareness, career-readiness, and networking skills, using an "intrusive" and developmental advisement model; Adhere to a career pathways model to ensure students are being prepared for "careers" versus "jobs";
- Research real-time labor market information to stay abreast of employment trends;
- Help students apply for internships, scholarships, and opportunity programs;
- Help students incorporate technology into their job search;
- Assist in student recruitment;
- Monitor budget and manage program funds effectively
- Liaise with Human Resources Administration (HRA) contact to help with HRA compliance issues
- Assist with the collection of data and formulates assessment relevant to program goals
- Performs related duties as assigned.

## Qualifications

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### ***Minimum Qualifications***

- Bachelor's degree and at least four years' relevant experience required, preferably in an educational or social service program serving low-income students;

### ***Other Qualifications***

- Ability to help students meet their educational and work goals;
- Experience developing and managing partnerships and relationships;
- Detail-oriented with strong organizational skills;

- Excellent communication skills (written, oral and interpersonal) and editing skills required;
- Proficiency using standard office computer programs, systems, survey tools, and databases;
- Experience collecting, reporting, and using data to make strategic decisions;
- Proactive and flexible, with ability to establish plans and manage a varied workload, deadlines and conflicting priorities;
- Ability to work in a team while also handling individual day-to-day responsibilities independently;
- Ability to speak a language in addition to English a plus; and
- Ability to work some evenings and weekends.