

<b>Job Title</b>	Director
<b>PVN ID</b>	JJ-2505-006852
<b>Category</b>	Instruction and Social Service
<b>Location</b>	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
<b>Department</b>	CUNY EDGE
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$75,000.00 - \$78,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jul 13, 2025 (Or Until Filled)

## General Description

John Jay College seeks a dynamic CUNY EDGE Director to strengthen and grow the program on campus. The Director will lead a team of two advisors, each serving a caseload of approximately 100 students per semester. This grant-funded position is administered through the Research Foundation of CUNY.

John Jay College of Criminal Justice, a senior college of the City University of New York (CUNY), is internationally recognized for its academic excellence, diverse student body, and innovative research in criminal justice, forensic science, and public service. Founded in 1964, John Jay College has evolved into a comprehensive liberal arts institution dedicated to education, research, and service, with a special focus on issues of justice and the promotion of public safety and public service.

Located in the heart of Manhattan, John Jay College serves over 15,000 students in both undergraduate and graduate programs. The College prides itself on being one of the most diverse higher education institutions in the nation, with students representing more than 130 nationalities. This multicultural environment fosters a rich academic community where different perspectives enrich the educational experience.

John Jay College is committed to providing access to higher education and supporting student success, particularly for first-generation college students, those from historically underrepresented groups, and economically disadvantaged communities. The College offers a wide range of academic support services, career development opportunities, and targeted programs like CUNY EDGE that help students overcome barriers to academic achievement and professional advancement.

As part of its mission to "educate for justice," John Jay College prepares students to become ethical leaders in public service, law enforcement, and various professional fields. The College's faculty includes distinguished scholars and practitioners who bring real-world experience to the classroom and engage in cutting-edge research that advances knowledge and practice in their fields.

### About CUNY EDGE

CUNY EDGE, launched in 2016, represents the evolution of a twenty-year partnership between the City

University of New York (CUNY) and the New York City Human Resources Administration (HRA). The program provides comprehensive support to public assistance recipients enrolled at CUNY institutions, helping them achieve academic excellence, graduate on time, and secure meaningful employment.

Key components of the program include:

- Academic, personal, and professional advisement
- Personal development seminars
- Paid work experience opportunities
- Public benefits case management assistance

Currently serving over 5,000 students across 18 campuses, CUNY EDGE is coordinated by a Central Office team supporting more than 75 staff members who provide direct services to students. At John Jay College, the CUNY EDGE program serves approximately 200 students each semester through a dedicated team led by the Program Director.

## Other Duties

---

### Program Leadership

- Work closely with college leadership and the CUNY EDGE Central Office to ensure program quality and alignment with institutional goals
- Cultivate relationships and collaborate with other college departments including Jay Express, Financial Aid, Bursar, Registrar, Wellness Center, and academic departments to create a seamless support network for students
- Partner with CUNY community college staff to ensure smooth transitions for students transferring between community and senior colleges
- Monitor budget and manage program funds effectively
- Lead and develop a team of two staff members, providing ongoing professional development opportunities
- Serve as the campus expert on CUNY EDGE program policies and procedures
- Oversee program operations in a dynamic, fast-paced environment
- Implement continuous improvement strategies for program delivery
- Participate actively in Directors meetings, trainings, and Communities of Practice with colleagues from other CUNY EDGE campuses and Central Office
- Provide additional support for day-to-day program operations as needed

### Student Support Services

- Deliver direct services to support students through graduation and beyond, including:
  - Individual and group advising sessions using an "intrusive" and developmental advisement model
  - Individual student assessments
  - Resolution of HRA case, family, work, and academic issues
  - Personal, professional, and career development seminar series
- Orient new and continuing students to CUNY EDGE program benefits and requirements
- Assist students with internship, scholarship, and opportunity program applications
- Connect students with on-campus and off-campus resources, following up to ensure successful outcomes

## HRA Coordination and Compliance

- Prepare School letters (HRA 154) and other HRA-required documentation for students
- Liaise with HRA/Education Services Team to help students address compliance issues
- Advocate for students within the public assistance system

## HRA Fellowship Program Management

- Conduct bi-weekly orientations for CUNY EDGE students newly assigned to the HRA Fellowship Program
- Identify and develop on-campus and/or off-campus placement opportunities for approximately 50 students
- Provide comprehensive job readiness assistance including resume review, interview preparation, and career coaching
- Match students with appropriate placement sites and provide ongoing support for work-related issues
- Monitor student attendance and complete required data entry for HRA compliance and Research Foundation payroll

Other duties as assigned

## Qualifications

---

- Bachelor's degree and at least four years of relevant experience, preferably in an educational or social service program serving low-income students
- Demonstrated ability to provide effective academic advisement and support students in meeting educational and career goals
- Capacity to build rapport and trust with students from diverse backgrounds and lived experiences
- Strong teamwork skills while maintaining independence in handling day-to-day responsibilities
- Exceptional communication skills (written, oral, and interpersonal)
- Experience working effectively with multiple stakeholders in a fast-paced environment
- Proficiency in collecting, reporting, and utilizing data to inform strategic decisions
- Proactive and creative approach to problem-solving with the ability to develop innovative solutions
- Sound judgment under pressure and adaptability to changing situations and priorities
- Proficiency with technology including Microsoft Office Suite, survey tools, and similar software

## Preferred Qualifications

- Master's degree in counseling, education, social work, or related field
- Experience in higher education providing academic advisement or admissions-related services
- Demonstrated understanding of the unique challenges faced by college students from economically disadvantaged backgrounds
- Bilingual proficiency in Spanish

This position requires extensive engagement with students through individual advising sessions, group activities, and workshops/seminars. A strong competency in student outreach and engagement is essential. The ideal candidate is outgoing and possesses thorough knowledge of academic programs, policies, procedures, and student support services.