
Job Title	Coordinator, Career Services
PVN ID	JJ-2510-007057
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	\$52,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Dec 05, 2025 (Or Until Filled)

General Description

The Coordinator of Career Services will provide crucial support for the pivotal training program at our Institute: The Navigator Certificate in Human Services & Community Justice (Navigator). The Navigator course is designed to equip individuals with lived experience in the criminal legal system with essential skills for employment and advancement in the human services field. Additionally, the course enhances supervisory practices to support workplace performance and growth.

As a champion of institutional, structural, and personal transformation, the John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, technical assistance, and policy advocacy. To learn more please visit our website: <https://justiceandopportunity.org/>

Other Duties

Program Overviews:

- Navigator Certificate Program: Focuses on preparing participants for meaningful career paths in human services, offering opportunities for professional advancement and academic credit in collaboration with select colleges.

Program Recruitment and Onboarding:

- Manage the recruitment processes for the Navigator program, including marketing, conducting information sessions, and maintaining a rolling application process.
- Interview candidates, manage demographic data, and ensure thorough onboarding, including technology assessments and initial training setups.

Program Delivery and Support:

- Provide ongoing support through case management, assist with course delivery, and conduct exit interviews to gather feedback and enhance the programs.
- Co-administrate the Supervisor training sessions, ensuring that the curriculum meets designed outcomes and participants are fully engaged.

Alumni and Community Engagement:

- Maintain strong relationships with program alumni through regular outreach and support for professional development.
- Develop and manage external partnerships with community-based organizations to enhance recruitment and placement opportunities for students.

Event and Partnership Management:

- Lead event planning and execution for networking opportunities, professional development sessions, and graduation ceremonies for both programs.
- Coordinate with host site partners, manage MOUs, and ensure consistent support and compliance across all partnerships.

Administrative and Reporting Responsibilities:

- Work collaboratively with the Director of College and Career Pathways and/or designee to maintain regular communication with instructors, consultants, and funders; manage data collection and reporting for both programs.
- Co-develop and submit quarterly reports to funders with the Director of College and Career Pathways and designee, document program outcomes, and participate in professional development meetings.

General Duties:

- Perform any other duties as requested within the scope of the senior coordinator role.
- Attend all Institute-wide events.
- Other duties as assigned.

Qualifications

- An undergraduate degree or at least 3 years of relevant work experience in human services or a related field.
- Proven experience in program development, implementation, and management.
- Strong oral and written communication skills.
- Deep understanding of the challenges faced by justice-impacted individuals.
- Ability to manage crises calmly and develop effective solutions collaboratively.

- Strong networking skills with preexisting connections to community-based organizations.
- Excellent organizational, administrative, and customer service skills.
- Proficiency in Microsoft Office, database management, and preferably Salesforce.
- Knowledge of reentry and support services in NYC is preferred.
- Commitment to anti-racism and social justice.
- Ability to lift up to 50 lbs.
- Capable of organizing office space, handling filing, and moving supplies as needed.

Please submit cover letter and resume.