

<b>Job Title</b>	JobsDirect Senior Manager of Project and Student Success
<b>PVN ID</b>	LA-2201-004478
<b>Category</b>	Instruction and Social Service
<b>Location</b>	LAGUARDIA C. C.
<b>Department</b>	Workforce Development
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$80,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	May 26, 2022 (Or Until Filled)

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## General Description

JobsDirect is a high-profile, high stakes initiative of LaGuardia Community College's Division of Adult and Continuing Education to better support tuition-based workforce students through tuition scholarships; support with exam fees, books and out-of-pocket costs; educational case management and career coaching; paid internships; and job placement services. The model is built off the success of ASAP, which increased graduation rates significantly for degree students by removing financial barriers and out-of-pocket costs while providing intensive advising, coaching, and mentoring. JobsDirect seeks to apply a similar model to non-credit adult and continuing education workforce students, in order to improve access, completion, credential attainment, and employment outcomes, and to provide a proof of concept that can be expanded in the future. This pilot is focused on the healthcare sector, starting with the Certified Clinical Medical Assistant and Central Service Technician training programs, which were selected based on employer feedback. The project aims to serve 100 students across the two training tracks in the pilot year.

Reporting to the Senior Director of Workforce Development, and coordinating closely with the Senior Director of Career and Professional Programs, Senior Director of the CTEA Center, and the project leadership team, the JobsDirect Senior Manager of Project and Student Success will come from the healthcare industry and will provide oversight to the project, ensuring that all the various components come together on schedule and that we achieve our desired results, as well as serve as the primary contact for students, offering industry expertise and career coaching, as well as educational case management to students throughout the project.

### Description of Duties:

- Project Management and Oversight
  - Maintain a project workplan and track progress of all components of the project to ensure that we remain on schedule.
  - Coordinate between the various parties involved, including the training teams for each training track, the two internship coordinators, the career services team, and the project leadership team, including a Consultant for the project to ensure clear communication of roles and responsibilities and regular review by all parties of project progress, outcomes, and any course corrections needed over time.

- Serve as a contact for funders or external parties interested in information about this high profile project and must be able to demonstrate a level of discretion and good judgement in handling these external relationships.
- Draft reports required by funders and track project data over time for reporting purposes.
- Educational Case Management
  - Provide case management and coaching services to students to ensure that they are able to complete their training, internship, and transition to employment successfully.
  - Track student attendance and grades in order to identify challenges and intervene early.
  - Work with students to trouble-shoot barriers to completion and success and connect them to resources at the college and beyond to help them overcome these barriers. Motivate and encourage students.
  - Observe classes to identify barriers to learning in the classroom and provide feedback to training managers and students on overcoming these barriers.
  - Support students to schedule and take their industry credentialing exams and track results.
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- Career Coaching & Mentoring
  - Provide students with insights into career pathways, career skills, and keys to career success in healthcare through workshops and individual coaching and mentoring.
  - Provide students with coaching support during their job search process. Coordinate with the career services team to ensure students' successful transition to employment.
- Recruitment and Assessment
  - Provide support to the recruitment, assessment, and scholarship process, ensuring that we meet targets in terms of enrollment and award of scholarships. Coordinate with the ACE Scholarship Fund Selection Committee, which awards scholarships for Central Service Technician, and the NYCT Accelerated Workforce Recovery HUB Scholarship Selection Committee, which awards scholarships for CCMA, to ensure that we select students from the target demographic who can be successful in training and employment, and who will benefit most from the program.
  - Work closely with community-based organization (CBO) partners to recruit eligible individuals with an interest in working in the respective field for training. Serve as primary contact for the CBO partners. Attend events that serve as opportunities for recruitment in the community.
  - Prepare and circulate recruitment and marketing materials such as fliers, marketing emails, and social media posts.
  - Develop and administer a tracking system for candidates interested in training as they express interest, attend information sessions, take assessments, participate in interviews, and apply to scholarships, as applicable for each training track and scholarship process. Respond to inquiries and questions from candidates for training.
  - Offer information sessions and reading, math or computer literacy assessments, as applicable, in coordination with CBO partners and training managers from each of the two training tracks.
  - Support students in applying for scholarships either through the ACE Scholarship Fund (Central Service Tech) or the NYCT Accelerated Workforce Recovery HUB Scholarship Fund (Certified Clinical Medical Assistant). Provide administrative support as needed for the processing and award of scholarship applications.
- Administrative Support
  - Collect required data from the students and work with students to complete administrative requirements such as signing a scholarship contract, signing a photo release form, registering for classes in the student information system, and completing their Day 1 surveys.
  - Manage the administration and reporting requirements for metro-card distribution through the

Bursar's office.

- Track, analyze, and report on student outcomes and performance metrics for the project.

## Other Duties

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- Meet regularly with the project team to reflect on progress to date and identify strategies for improvement.
- Other duties as needed.

## Qualifications

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- At least four years experience working in healthcare and an in-depth knowledge of the healthcare field
- At least four years experience with case management and career coaching
- Experience managing complex, multi-stakeholder projects and collaborations
- Experience communicating with funders and business partners
- Experience with grants management and reporting
- Cultural competence and experience working with diverse populations
- Knowledge of resources available to low-income students
- Ability to motivate others
- Team player who is flexible and takes initiative to solve problems
- Excellent time management and organizational skills including attention to detail
- Invested in students' success
- Ability to work occasional evening and weekend hours
- Associates degree required; Bachelors or Masters degree a plus

Please submit both a resume and cover letter.