
Job Title	NYC Accelerated Workforce Recovery HUB Senior Manager of Pro
PVN ID	LA-2209-005089
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Workforce Development
Status	Full Time
Annual Salary	\$75,000.00 - \$75,000.00
Hour(s) a Week	35
Closing Date	Nov 15, 2022 (Or Until Filled)

General Description

The NYC Accelerated Workforce Recovery HUB is a joint CUNY initiative by LaGuardia Community College (LAGCC) and Hostos Community College (HCC), with the support of the New York Community Trust, to establish an effective and sustainable model for preparing unemployed and underemployed New Yorkers for in-demand jobs and higher education at scale. Under the initiative, LAGCC will train 200 unemployed and underemployed New Yorkers for employment in high-demand fields across the 18-month project period, with at least 80% successfully completing training, obtaining industry-recognized credentials, and successfully completing internships (where applicable based on training track), and at least 80% of graduates securing training-related employment or enrolling in college. Initial training tracks at LAGCC include Certified Clinical Medical Assistant, Pharmacy Technician, Electrical 1, and Quickbooks. These training tracks will be re-evaluated after six months and may stay the same or be adjusted based on labor market demand and program outcomes every six months.

Reporting to the Senior Director of Workforce Development, and coordinating closely with the Senior Director of Career and Professional Programs, the Senior Director of the CTEA Center, and partners at Hostos Community College, the NYC Accelerated Workforce Recovery HUB Senior Manager of Project and Student Success (HUB SMPSS) will provide oversight for the project, ensuring that all the various components come together on schedule and that we achieve our desired results. In addition, the HUB MPSS will serve as the primary contact for students, candidates for training, and recruitment partners throughout the initiative. The HUB SMPSS will coordinate with community-based organizations that are supporting recruitment for training; participate in recruitment activities; conduct information sessions, interviews, assessments, and individual service plans for candidates for training; provide administrative support to the scholarship award process; teach a vestibule introduction to training focused on soft skills and career exploration prior to training start; provide coaching and connections to resources for students during the training, internship, and transition to employment; track attendance and grades carefully to identify any need for intervention to ensure student success; observe training to identify any need for intervention to ensure student success; work with students to trouble-shoot barriers to success; and coordinate with the HUB, training, and career services teams to ensure that the project meets its goals and targets.

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 Hostos team, the training teams at LaGuardia for each training track, the internship coordinators, the career services team, and the project leadership team 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 and external parties interested in information about this high profile project. Must be able to demonstrate a level of discretion and good judgement in handling external relationships.
- Draft reports required by funders and track project data over time for reporting purposes.

Recruitment and Assessment

- Develop and manage the recruitment, assessment, and scholarship award process, ensuring that we meet targets in terms of enrollment and award of scholarships, and that we select students from the target demographic who can be successful in training and employment, and who will benefit most from the program. We plan to enroll 200 students in training over 18 months, or approximately 60-70 students per six-month time period. Each of the four training tracks has a different start date, so recruitment, assessment, and enrollment will take place on a rolling basis.
- Work closely with the selected 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.
- In coordination with training managers, develop and administer a tracking system for candidates interested in training as they express interest, attend information sessions, take assessments, participate in interviews and are selected for scholarships. 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 four training tracks.
- Conduct an interview and assessment for candidates for training scholarships, assessing their interest in work in the field, their readiness for training, their availability for training, and their level of motivation and commitment.

Teaching

- Teach several days of “vestibule training” for selected candidates for training, leading up to the start of training. The vestibule serves as an introduction to training and also a trial period for candidates. Topics may include career exploration, study skills, time management, stress reduction, and communication and teamwork skills. Those students who attend and participate constructively in the vestibule will continue on to the training itself.

Case Management and Coaching

- 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.

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

Other Duties

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

Qualifications

- Stellar interpersonal and communication skills
- At least four years experience with case management and coaching
- Experience managing complex, multi-stakeholder projects and collaborations
- Experience with recruitment and assessment for workforce training programs
- 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
- Ability to travel between Long Island City and East Harlem where some off-site training takes place
- Associates degree required; Bachelors or Masters degree a plus; Master in Social Work a plus