
Job Title	Welcome Back Center Program Manager
PVN ID	LA-2502-006722
Category	Instruction and Social Service
Location	LAGUARDIA C. C.
Department	Center for Immigrant Education and Train
Status	Full Time
Annual Salary	\$65,000.00 - \$70,000.00
Hour(s) a Week	35
Closing Date	Jun 02, 2025 (Or Until Filled)

General Description

LaGuardia Community College's Center for Immigrant Education and Training (CIET), housed within the Division of Adult and Continuing Education (ACE), provides non-credit English for Speakers of Other Languages (ESOL) courses and services for English language learner adults. CIET established the New York City Welcome Back Center (NYCWBC), an affiliate of the national Welcome Back Initiative, to assist immigrant healthcare professionals in becoming re-credentialed in New York State to meet the city's demand for a culturally and linguistically diverse workforce. The NYCWBC aims to help clients navigate the New York State re-credentialing process in their healthcare specialties; advise them about NYC career ladders and alternative pathways in healthcare for immigrants; assess their English language and job-readiness skills to provide individualized feedback; and refer clients to appropriate English language, test preparation, professional advisement, and job placement services.

Primary Responsibilities:

Reporting to the Director of the Center for Immigrant Education and Training, the primary responsibilities of this position are to:

- Oversee the strategic planning and implementation of project activities designed to support internationally trained healthcare professionals.
- Supervise project staff, including ESOL and technical instructors, educational case managers, and administrative assistants.
- Supervise the design and delivery of high-quality programming, language teaching and learning, and career advisement services
- Expand Center services through more extensive community outreach and intake, increase referrals to partner organizations, and expand alumni support.
- Manage student recruitment, intake, needs assessment, and program orientation sessions.
- Track data in order to provide continuing and quarterly project evaluation; prepare analytical reports on project deliverables and outcomes attainment for management and sponsors.
- Develop and maintain relationships with external partners and campus offices in order to enhance

- community outreach, wrap-around support services, and referrals for targeted populations.
- Coordinate and attend professional development, as required.
- Other duties as assigned.

LaGuardia Community College

Founded in 1971 in Long Island City, Queens, LaGuardia Community College is one of seven community colleges of the City University of New York/CUNY. LaGuardia offers seventy-two associate degree and certificate programs, more than fifty non-degree workforce training programs, and dozens of ESOL, GED, and pre-college programs. In 2023, LaGuardia served approximately 25,000 students. More than one-third of our degree-seeking students (35%) were born outside of the United States, coming to LaGuardia from 136 countries and speaking forty-three heritage languages. More than half (54 percent) are first-generation college students.

Sixty-nine percent of LaGuardia degree students live in Queens; the rest come from Brooklyn and beyond. Virtually all LaGuardia degree students are ethnic minorities (89 percent), 58 percent are women, 27 percent are over the age of 25. Forty-six percent are Hispanic, well above the threshold of 25 percent required by the US Department of Education for designation as a Hispanic-Serving Institution (HSI). Sixty-six percent of LaGuardia degree-seeking students receive some form of financial aid. Close to half of our degree-seeking students attend part-time (49%), usually because they need to work to support their families. Tuition and fees are \$5,271 per year for a full-time student.

Other Duties

Qualifications

Required Qualifications

- Bachelor's degree in education, Social Work, or another related adult education or advisement field.
- A minimum of four years of professional experience working with adult English language learners in a workforce training education or community-based environment, including experience with adult education intake, assessment, and retention strategies.
- Demonstrated ability to work effectively with diverse faculty and staff, and with immigrant English language learners at varied proficiency levels.
- Strong organizational and project management skills; excellent communication and computer skills.
- Expertise in data collection and reporting.
- Availability to work evenings, as needed.

Preferred Qualifications

- Master's degree in teaching English to Speakers of Other Languages (TESOL), or another related adult education or advisement field.
- Familiarity with contextualized workforce training models for English language learners, including Integrated Education and Training (IET) instruction.
- Demonstrated experience working with Internationally Trained Professionals (ITPs).
- Bi-lingual skills preferred.

