



Job Title	Graduate Supervisors
PVN ID	NY-2402-006125
Category	Instruction and Social Service
Location	NYC COLLEGE OF TECHNOLOGY
Department	Office of the Provost
Status	Part Time
Hourly Rate	\$30.00-\$30.00
Hour(s) a Week	0.00-19.00
Closing Date	Apr 09, 2024 (Or Until Filled)

General Description

CUNY Benefits Corps, in collaboration with the CUNY CARES program, aims to increase access to essential needs for CUNY students through outreach and case management services. Through campus and community partnerships, this student-centered program focuses on increasing the utilization of public benefits such as SNAP Food Benefits and Fair Fares. By addressing these unmet essential needs, which can often undermine academic success, the program aims to strengthen CUNY's capacity to enroll, retain and graduate New Yorkers. CUNY Benefits Corps is currently hiring CUNY graduate students for supervisor and navigator positions for Spring 2024. These positions will be based out of the New York City College of Technology in downtown Brooklyn.

Supervision of Student Workers

- Manage daily communication with graduate and undergraduate workers providing case management and outreach services.
- Provide day-to-day oversight, support and guidance for their work.
- Manage work schedules and timekeeping (time and leave).
- Assign tasks to workers.
- Troubleshoot issues and questions as they arise.
- Ensure assigned workers complete their tasks.
- Conduct regular one-to-one supervision meetings with each worker.
- Resolve issues in partnership with the project coordinator and project director.

Program Management

- Collaborate with management to create and implement systems, protocols and processes for effective service delivery and management of graduate and undergraduate workers.
- Ensure services and progress notes are in compliance with protocol and policies.
- Assist with evaluating program performance to inform key decision-making.
- Manage records including performance and attendance.
- Coordinate human resources tasks.

- Collect and report data as needed.
- Write progress notes, and incident reports as needed.
- Help with managing databases to ensure accuracy; track trends.
- Assist with preparing administrative reports and identifying relevant human stories.
- Support office management duties.
- Maintain understanding of policies and regulations relevant to the program

Case Management and Outreach Services

- Provide case management and outreach services to students as needed

Other Duties

- Attend required staff meetings and training.
- Perform related special projects and other duties as assigned.

Qualifications

- Bachelor's degree; currently enrolled in a CUNY advanced degree program
- Prior coursework, internship or employment experience in case management, outreach services, food security, benefits enrollment, health promotion, food justice, health communications/ marketing, or advocating for public policy and social issues
- Strong program management and leadership skills.
- Administrative and supervisory experience in a multi-level team setting.
- Outstanding strategic thinking and problem-solving skills.
- Excellent organizational skills, attention to details and ability to meet deadlines.
- Ability to follow up and ensure timely response to students and other stakeholders.
- Proficiency with data management and quantitative analysis.
- Excellent writing, interpersonal, and communication skills.
- Demonstrated computer skills and experience with standard desktop tools (MS Office, Zoom, Slack, databases, program management software etc.)
- Ability to be flexible and to adapt to changing situations and priorities.
- Ability to be diplomatic to maintain confidentiality and professionalism.
- Flexibility due to potential shift changes based on operational needs.

This is a part-time, grant-funded position, and is expected to end May 2024.