
Job Title	Instructional Delivery Lead
PVN ID	PS-2005-003604
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Oct 16, 2020 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2020 Best Online Bachelor's Degree Programs.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge.

Within CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. To our partnerships, we bring knowledge of research-based learning practices as well as experience in developing innovative programs.

CUNY SPS is recruiting for a full time Instructional Delivery Lead (3 Positions) that will lead the development of facilitators and deliver learning programs to child welfare and juvenile justice professionals at the NYC Administration for Children's Services (ACS). ACS has partnered with CUNY SPS to create a new professional development entity, the ACS Workforce Institute (ACS WI). With the mission of "Keeping the Learners at the Center," this position will be integral in creating an optimal learning environment and experience for participants for each course offered at ACS WI.

Description

Reporting to the Deputy Director of Learning Operations, the Instructional Delivery Lead is responsible for identifying appropriate learning delivery approach and aligning learning solutions with learner needs for assigned programs at the ACS Workforce Institute.

Responsibilities include collaborating with ACS WI leadership in performance effectiveness for facilitators, delivering constructive feedback to facilitators and partnering with ACS WI leadership to ensure successful delivery of selected training programs.

Other Duties

- Support diversity and inclusion initiatives and other developmental activities for facilitators
- Evaluate and improve training delivery effectiveness through defined KPIs and training participants feedback for assigned training programs
- Collaborate with key ACS Project or Program Lead on forecasting operational learning needs for mid to long term programs / projects
- Assess and provide developmental strategies to ensure high learner engagement and outcomes for identified training programs

Qualifications

MINIMUM Qualifications

- Bachelor's Degree required, with a minimum of 10 years of progressively responsible management experience in the field of child welfare or juvenile justice. At least 8 years in training delivery in either field.
- Instructional and/or facilitation experience
- Project management experience
- Excellent oral and written communication skills, interpersonal skills and demonstrated ability to interact professionally with stakeholders
- Strong computer skills and knowledge of Microsoft Office (Word, Excel).
- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.

PREFERRED Qualifications

- Strong leadership skills with hands-on experience as an individual contributor, and ideally with building and leading teams
- Management experience in a large training unit (25 to 50 full & part time employees)
- Master's degree

Cover letter required with application.