
Job Title	Deputy Director, Continuous Quality Improvement
PVN ID	PS-2103-003904
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Professional Education and Workplace Lea
Status	Full Time
Annual Salary	\$90,000.00 - \$100,000.00
Hour(s) a Week	35
Closing Date	May 04, 2022 (Or Until Filled)

General Description

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 partners with Administration for Children's Services (ACS) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations has formed the ACS Workforce Institute (ACS WI).

The ACS Workforce Institute (WI) is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children. <https://www.nycacstraining.org>

Project Description

The Deputy Director of Continuous Quality Improvement will work closely with an ACS WI/CUNY SPS/Hunter Evaluation Team and other leaders in the ACS Division of Policy, Planning, and Measurement to manage and support training evaluation activities including continuous quality improvement, instrument development, data

collection, analysis and reporting.

The ACS WI/CUNY SPS/Hunter Evaluation team uses the Kirkpatrick model of evaluating training efficacy to measure four levels: (1) reactions; (2) learning; (3) transfer; and (4) organizational outcomes. The evaluation team produces real time reports and dashboards so that results will inform ongoing program development and quality improvement.

Position Description

Reporting to the CUNY SPS Program Director and ACS WI Senior Director of Learning & Evaluation, the Deputy Director of Continuous Quality Improvement will join a team of CUNY and ACS colleagues working collaboratively with key stakeholders within the Administration for Children's Services and Private Providers that implement foster care and prevention services to manage, analyze, and report on data from complex data systems.

This position will play a key role of ensuring the continuation of a performance management and continuous quality improvement process to support the use of data for program improvement at the ACS Workforce Institute. This position will serve as a key liaison within the Office of Training and Workforce Innovation as well as within the Policy, Planning and Measurement Division toward the continuing development of the ACS Workforce Institute.

Other Duties

Duties and Responsibilities:

- In collaboration with the Senior Director of Learning & Evaluation, direct the development and implementation of an evaluation strategy of Office of Training and Workforce Development outcomes at the employee and child and family level.
- Design and implement evaluation plans for learning programs and models.
- Lead and support the training evaluation strategy for key ACS initiatives such as: the Collaborative Assessment, Response, Engagement & Support (CARES) Approach; the Trauma Responsive & Informed Parenting Program (TRIPP); and the implementation of the SCR reform in 2022.
- Implement and support organizational and system-wide strategies for continuous quality improvement.
- Develop and support mechanisms, including data analysis, to monitor and evaluate programs for their effectiveness and quality, including dashboard creation and support.
- Collaborate with colleagues to support the use of data for decision making and continuous quality improvement.
- Use evaluation results to improve performance and integrate data and information to improve organizational processes and performance.
- Attend meetings with senior ACS leadership, as required and necessary to fulfill the functions of this position.
- Work closely with Senior Director of Learning and Evaluation, various consultants, as well as with CUNY to ensure timely production of deliverables.
- Supervise a small team that will support the initiatives, implementation and monitor the results.
- Collaborate with Learning & Development team on learning needs assessments and test development to inform learning program development and maintenance.
- Develop data collection and reporting process and measures utilizing Qualtrics, Cornerstone On Demand

LMS and Tableau.

- Assist in the development of competency based instruments to measure program fidelity, simulations, etc.
- Conduct focus groups and interviews.
- Conduct quantitative and qualitative data analysis utilizing software such as Qualtrics, Tableau, Excel, SPSS and/or Stata.
- Create and maintain dashboards in Qualtrics and Tableau to inform program monitoring, performance management and continuous quality improvement.
- Organizing and managing data files. Maintaining detailed documentation on all data management decisions and technical work.
- Presenting findings to diverse audiences in both oral and written formats.

Qualifications

Qualifications:

- MA/MPA/MS in social science, public administration, data analytics, data science, data/information management, or another related field.
- At least 4 years of experience doing performance management, continuous quality improvement and data analysis in an applied setting.
- At least 2 years of supervisory experience.
- Demonstrated data management and analysis skills.
- Strong working knowledge of training, assessment and evaluation, and CQI.
- Experience implementing organizational and system-wide strategies for continuous quality improvement.
- Experience conducting evaluation and impact assessments including quantitative and qualitative evaluation techniques.
- Strong working knowledge of participatory action research is a plus.
- Competent and/or certified in Qualtrics Research Core, Employee Engagement, or Customer Engagement platforms is highly desired.
- Competence in Tableau data analysis and visualization is required.
- An understanding of human or social services, particularly the child welfare and juvenile justice systems is a plus.
- Sensitivity and experience working with diverse cultural and linguistic populations.
- Excellent time management and organizational skills.
- An exceptional commitment to accuracy and attention to detail.
- Ability to work on a team, as well as independently.
- High degree of flexibility and maturity to work in an innovative, fast-paced environment, and to readily embrace change.
- Strong written and oral communication skills and ability to effectively convey complex and data-related concepts to a variety of technical and non-technical audiences.
- Ability to travel between program locations in NYC to observe, collect data, and support team members (when possible, in the future).
- Experience with data visualization using dashboards and developing infographics.
- Expertise in evaluating unique learning experiences such as live simulations with actors or virtual reality experiences is a plus, but not required.
- Experience in project management including assuring project milestones are met on time and collaborating with multiple stakeholders.

- High emotional intelligence with the ability to provide nuanced support to team members on evaluation issues that builds trust and confidence across diverse team cultures and priorities.
- A curious disposition motivated by an internal drive to understand and untangle complex issues.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Applicants are asked to submit a cover letter that details how your qualifications match this position description along with a resume, and contact information for three references.