
Job Title	Program Director, Department of Corrections Learning Program
PVN ID	PS-2104-003978
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Salary	Depends on qualifications
Hour(s) a Week	35
Closing Date	Jul 29, 2021 (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 Program Director for CUNY SPS's partnership with the New York City Department of Correction (DOC). The DOC Training Academy offers learning programs through instructor led training at DOC training centers in Queens and on Rikers Island, eLearning, simulations and other modalities. The Program Director will be responsible for learning program project management, conducting training needs analysis, review and approval of vendor deliverables, budgeting and procurement, quality assurance, data-informed decision making, communications and reporting, and directly supervising a small team of CUNY SPS learning professionals. The new hire will work virtually initially, eventually working on-site at both CUNY SPS and DOC.

The desired candidate must have demonstrated experience partnering with organizations as a learning

strategist, (i.e., aligning learning recommendations across modalities to the gaps, culture, and needs of an organization and its human capital and staying current with the latest trends in learning and development best practices and technology), and successful execution of such strategies. Experience designing learning programs for Correction staff is highly preferred.

Other Duties

Reporting to the Executive Director, the Program Director will:

- Collaborate closely with the Deputy Commissioner of Training at DOC to implement the DOC vision and strategy.
- Lead project-wide strategic planning including, but not limited to, the implementation of all project planning, deliverable development and review processes, vendor management, implementation, quality assurance, and project evaluation functions.
- Develop and implement project management techniques to ensure that deliverables are produced on time, within budget, and to specified scope.
- Lead needs assessment processes, ensuring deliverables are scoped, researched, and designed thoroughly, and implement standardized best practices; provide recommendations for improvement in these areas.
- Review and approve vendor training deliverable materials.
- Conduct research, analyze data and generate training needs findings and recommendations reports.
- Facilitate regular communications (meetings, conference calls, site visits, etc.) between staff at CUNY, the sponsor agency and other project partners.
- Identify program metrics and ensure accurate tracking towards program milestones (i.e., deliverable timelines, completed deliverables, training courses, number of participants, etc.).
- Ensure the development of logistical plans for the roll out of courses and the on-going evaluation of instructor performance and training effectiveness are implemented; provide recommendations for improvement in these areas.
- Maintain and expand upon productive relationships with project stakeholders including representatives of City agencies, University administrators, faculty, staff, and independent contractors.
- Identify and manage vendor and independent contract agreements, as appropriate.
- Recruit, onboard and directly supervise direct reports, as appropriate.
- Leverage CUNY SPS resources and subject matter experts as appropriate to support the DOC partnership.
- Other duties as assigned.

Qualifications

Minimum requirements for the position:

- A minimum of four (4) years, full-time experience directly related to managing the implementation of complex training, staff development, and/or workplace learning initiatives.
- Bachelor's degree required, Master's degree in related field preferred.
- Experience developing and/or managing learning programs for Correction programs strongly desired.

- Strong relationship management skills for working effectively with both external and internal partners and stakeholders.
- Vendor sourcing and contract management experience.
- Budget development and tracking experience.
- Ability to engage in innovative and creative problem solving.
- Excellent oral and written communication skills, interpersonal skills and demonstrated ability to interact professionally and build capacity among colleagues from culturally diverse backgrounds and in different project settings.
- Strong writing skills needed to review and produce clear and concise materials.
- 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.
- Strong computer skills and knowledge of Microsoft Office (Word, Excel).
- Experience managing the development of online or eLearning courses, a plus.
- Demonstrated ability to lead a team of professionals to provide excellent service and high-quality results.
- Knowledge of governmental operations, and /or not-for-profit programming, a plus.