

<b>Job Title</b>	Applied Learning Facilitator (CARES, 2 openings)
<b>PVN ID</b>	PS-2112-004436
<b>Category</b>	Instruction and Social Service
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	CUNY School of Professional Studies
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$75,000.00 - \$85,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jan 09, 2023 (Or Until Filled)

## General Description

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### About the CUNY School of Professional Studies

For over 15 years, the CUNY School of Professional Studies (CUNY SPS) has been leading online education in New York. Notable for offering the most [online](#) bachelor's and master's degree options at the City University of New York, and for serving transfer students as the University system's only undergraduate all-transfer college, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

The School's growth has been remarkable, with twenty-four [degrees](#) launched since 2006. Enrollment has risen by more than 30% in the last four years to over 4,000 students in the credit-bearing programs. Thousands more are enrolled in non-degree and grant-funded workplace learning programs. In addition, the School has an active alumni network and has established the CUNY SPS Foundation, which offers multiple scholarship opportunities to current students.

CUNY SPS has consistently been named by *U.S. News & World Report* as one of the country's top online institutions. This year, the School was ranked in the top 2% in the nation on the publisher's list of the [2021 Best Online Bachelor's Degree Programs](#).

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 has partnered 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 (ACSWI).

### Description:

The ACS Workforce Institute seeks a Full-Time Applied Learning Facilitator to deliver learning programs within

the context of child welfare and juvenile justice. The Applied Learning Facilitator will work as part of the Learning Operations and/or Evidence-based Models teams to deliver and support learning for child welfare professionals and provide coaching to support the transfer of knowledge to practice. Additionally, the Applied Learning Facilitator will collaborate with organizational leads to develop coursework embedded in the field of child welfare, juvenile justice and/or foster care.

## Other Duties

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### **Duties and Responsibilities:**

#### Learning Delivery

- Facilitate standardized learning programs across multiple training locations and virtually as assigned and approved.
- Deliver special topics and programs specific to child welfare, juvenile justice and/or foster care practices in the region.
- Apply adult learning concepts and foster an effective learning environment for participants.
- Contextualize learning to model and implement best practices for child welfare professionals using prepared training materials.
- Complete training preparation, collaboration with other facilitators, and ongoing professional development.
- Ensure participants meet training objectives and complete activities in accordance with provided curriculum.

#### Operational & Administrative

- Perform day-to-day operational responsibilities, including the set-up and closeout of learning spaces, including virtual training platforms.
- Complete required reports (such as attendance rosters or coaching reports) and communications with internal administrative and support teams.
- Participate in regularly scheduled meetings, including workstream-wide and organizational-wide.
- Represent the CUNY SPS & the Workforce Institute with internal and external stakeholders in meetings, events and conferences.
- Show up as a leader among peers and teams

#### Learning Development

- Participate as a reviewer and knowledge expert on project teams for new learning programs, including eLearning and instructor-led trainings.
- Work as part of project team for revising content for existing learning programs.

#### Other/Project-Based

- Provide on-site or virtual borough/zone coaching support using a framework of adult learning concepts and various coaching methodologies to effectively engage and support transfer of learning for stakeholders; this includes in-person/virtual shadowing of staff in the community.
- Support continuous quality improvement processes with stakeholder, which includes building and maintaining partnerships with borough-based leadership, and supporting ACS's Collaborative Quality

Improvement (CoQI) process by participating in case reviews and other performance measurement activities, assisting stakeholders with interpreting their performance data and developing improvement plans, providing coaching that aligns with improvement plan priorities, and participating in end-cycle improvement plan assessments

- Other duties as assigned.

## Qualifications

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- Bachelor's degree in social work, adult learning or related field. Master's degree preferred.
- At least four years of experience facilitating or teaching in postsecondary or professional learning environments in special topics of child welfare, juvenile justice and/or foster care.
- At least five years of child welfare or human services experience, including at least 3 years of direct care/service child welfare experience. Supervisory experience is preferred.
- Experience in instructional design or related a plus.
- Strong presentation skills in multiple modes to diverse audiences. Experience training other learning professionals is preferred.
- Demonstrated ability to facilitate learning using industry best practice for training strategies, classroom management and engaging participants.
- Strong attention to detail and ability to meet strict deadlines is a must.
- Ability to work in a fast-paced and changing environment with multiple priorities that need to be effectively managed, while maintaining composure and flexibility in a structured environment.
- Strong problem-solving abilities to independently resolve routine and complex issues.
- Ability to work effectively as part of a team.
- Strong computer skills, including Microsoft Office and video conferencing tools.
- Experience in coaching required.

\*This position is funded by a city grant program which mandates that all employees are vaccinated against COVID-19