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<b>Job Title</b>	Senior Learning Manager – Academy for Community Behavioral H
<b>PVN ID</b>	PS-2203-004627
<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>	\$90,000.00 - \$110,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	May 25, 2022 (Or Until Filled)

## General Description

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About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, 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. Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

*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.*

### Program Description:

The Academy for Community Behavioral Health (the Academy) is a partnership between CUNY SPS, the Mayor's Office for Economic Opportunity (NYC Opportunity), and the Mayor's Office of Community Mental Health (OCMH). The Academy provides training, coaching, and technical assistance that build the capacity of community-based organizations, City and State agencies, and other social service providers to integrate proactive and culturally responsive behavioral health support into their work with community members. The Academy delivers services in two key areas: free learning programs for NYC social service providers, and custom learning programs developed in partnership with City and State agencies who fund or deliver social services. We aim to empower social service providers with good-fit behavioral health knowledge and skills, as well as support to manage the emotional demands of their work. Our learning programs draw on evidence and best practices from behavioral health, adult learning, implementation science, and provider and community

voices. Launched in July 2021, the Academy will support 5,000 learners who deliver social services in New York City within its first two years.

*The Academy is currently delivering all services virtually. As of now, the Senior Learning Manager will maintain a hybrid schedule working on-site at the CUNY SPS office 2-3 days per week with the Academy team and working remotely 2-3 days per week. **CUNY SPS is located at 119 West 31<sup>st</sup> Street, New York, NY 10001.** This schedule is subject to change and may involve additional days on-site at a future time.*

### **Roles and Responsibilities:**

The Senior Learning Manager will design and deliver high quality learning and capacity building programs that support social service providers to address behavioral health. This role will also contribute to the Academy's strategic growth and impact, including through stakeholder engagement and performance management and improvement activities. An ideal candidate will have significant experience and expertise in:

- a) delivering evidence-supported, person-centered behavioral health interventions in community settings;
- b) equipping others to implement behavioral health skills effectively, such as through training, coaching or supervision, and implementation support for organizations or teams.

We seek candidates with constructive ideas, based in relevant evidence and practical experience, about the important roles that social service providers can play in community behavioral health and how to build their capacity. This role offers significant opportunities for growth, including but not limited to potential opportunities to lead initiatives in partnership with City or State agency partners and strengthen project management skills for complex, fast-paced projects.

This is a full-time role with benefits. Please see the benefits via the following link:  
<https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/>

## **Other Duties**

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### **Duties & Responsibilities:**

Reporting to the Program Director, the Senior Learning Manager will:

- Design and deliver one or more Academy courses, based on the Senior Learning Manager's experience and expertise. Courses may address a range of topics that strengthen the ability of NYC social service providers to deliver proactive and culturally responsive behavioral health support. This is expected to include:
  - Collaborating with internal and external stakeholders to identify priority needs and opportunities for new courses
  - Planning and executing curriculum development in line with best practices in adult learning, implementation science, and other Academy quality standards
  - Collaborating with Academy staff and other subject matter experts on course development
  - Serving as course instructor, independently or in partnership with other facilitators
  - Training additional facilitators, as needed
- Deliver technical assistance to City or State agencies that builds their capacity to integrate behavioral health and social services in their roles as funders or service providers, based on capacity and expertise.

This may include (but is not limited to):

- Developing custom learning programs for a specific audience
- Supporting agencies to design and implement integrated care approaches that improve behavioral health and social outcomes
- Building agency capacity to manage behavioral health initiatives, such as by consulting on requests for proposals or other program documents; facilitating learning collaboratives; or, developing best practice toolkits
- Support the Program Associate in managing the administration of Academy courses, as needed. Resolve issues raised by the Program Associate related to course scheduling, outreach, enrollment, or other learner issues.
- Participate in ongoing performance monitoring and quality improvement activities, including by reviewing Academy data and contributing to routine team meetings
- Write or review public-facing Academy materials (e.g. Academy website content) and project deliverables (e.g. project proposals, scopes of work, course curricula), as needed
- Assist the Program Director with program-wide strategic planning, including by:
  - inviting input from key Academy stakeholders to inform programs
  - proposing courses or projects that respond to stakeholder priorities and maximize opportunities to build the behavioral health capacity of NYC social service providers
  - Contribute to productive relationships with key stakeholders, including representatives of City or State agencies; current and potential Academy learners; University administrators, faculty, and staff; contracted consultants and other subject matter experts; and more.

As the Academy grows, and based on capacity and fit, the Senior Learning Manager may also have opportunities to:

- Manage one or more specific Academy projects with City or State agency partners
- Supervise program staff, as needed

## Qualifications

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### Qualifications & Education Requirements

We understand that candidates may not have all the skills we are seeking below. We encourage those who are interested and have relevant expertise to apply even if they do not meet all criteria. We are looking for talented individuals to join our team.

- 6+ years of relevant experience and demonstrated subject matter expertise, or a Master's Degree in a related field and 5+ years of relevant experience and expertise, including:
- Experience delivering evidence-supported behavioral health interventions in community settings. These may include interventions that address depression, suicide, anxiety, stress, trauma, harms related to experiences of racism or discrimination, harms related to substance use, or other behavioral health challenges
- Continued learning and/or demonstrated competence in one or more evidence-supported behavioral health interventions, such as through advanced training or certification; receiving expert coaching or mentorship; coded work samples; or other means of demonstrating and strengthening skills

- Demonstrated successful experience equipping others to learn and use one or more behavioral health skills, such as by providing training, ongoing coaching and supervision, implementation support to organizations or teams, or other technical assistance
- Experience implementing stepped or integrated care models a plus
- At least 1 year of experience supervising the related work of others
- Demonstrated ability to create engaging and respectful learning environments for diverse learners
- Strong written and verbal communication skills needed to produce clear, accurate, comprehensive, and timely materials or updates
- Demonstrated computer skills and proficiency with Microsoft Office (Word, Excel, Powerpoint, Outlook)
- Proficiency with web-based video meeting platforms, event registration systems, survey tools, and/or learning management systems. Familiarity with these specific platforms a plus: Zoom, Formstack, Swoogo, LearnUpon

#### Preferred qualifications

- Experience developing and delivering asynchronous or distance learning courses, or
- Strong project management skills, or
- Experience working to advance racial, economic, or social justice, or
- Experience working in a community-based organization or other nonprofit social service or behavioral health setting, or
- Experience managing government-funded contracts or grants

We encourage applications from:

- People of color
- People who have engaged in services at a community-based organization or through a City or State agency
- People who have used mental or behavioral health services or supports

**Additional Notes:** To apply, candidates should submit a resume and a cover letter demonstrating their interest in and potential contributions to this role.

#### **Vaccination Requirement:**

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

#### *The Research Foundation of the City of New York & Diversity*

As a matter of policy and conviction the Research Foundation of the City University of New York attempts, in all personnel activities, to ensure equal employment opportunity for employees and applicants for employment whatever their race, creed, color, ethnic origin, religion, sex, gender identity, marital status, partnership status, caregiver status, age, citizenship or national origin, sexual orientation, veteran status, genetic information, disabilities or any other protected characteristics under applicable law. This applies to recruiting new employees including advertising, interviewing, work assignment, compensation and benefits, selection for training, promotion, demotion, transfer, layoff, or termination.

Diversity is a core value at the Office of Professional Education and Workplace Learning (PEWL) at the CUNY School of Professional Studies (CUNY SPS). We are passionate about building and sustaining an inclusive and equitable working and learning environment for all students, staff, and faculty and believe every member on our team enriches our diversity by exposing us to a broad range of ways to understand and engage with the

world, identify challenges, and to discover, design and deliver solutions.