Job Title	eLearning Curriculum Developer and Trainer–" DHS Staff L & D
PVN ID	PS-2210-005180
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$75,000.00 - $90,000.00
Hour(s) a Week	35
Closing Date	Jan 08, 2024 (Or Until Filled)

General Description

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 and created at the same time as CUNY SPS, the Office of Professional Education and Workplace Learning (PEWL) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

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:

CUNY SPS partners with the Department of Social Services' (DSS) Office of Policy, Procedures & Training (OPPT) to support the Department of Homeless Services (DHS) by creating and managing a comprehensive learning program to support DHS and DHS provider staff as they work to address, reduce, and ultimately prevent homelessness in New York City. Specifically, the program will (1) write procedures to support shelter

operations, and (2) create learning resources to train DHS and DHS provider staff on operational processes and city-mandated topics

Other Duties

Duties & Responsibilities:

Reporting to the Senior eLearning Curriculum Developer, the eLearning Curriculum Developer/Trainer will:

1. Complete an on-boarding experience to learn how the team collaborates and executes projects.
2. Leverage adult learning principles to design and deploy eLearning and other modes of training for highly technical procedures and processes.
3. Lead training and procedure workgroup meetings with senior leadership, subject matter experts and other workgroup members to develop and deploy projects.
4. Analyze and synthesize complex content needed to produce comprehensive curriculum, facilitator and participant guides, and other learning resources.
5. Apply principles of graphic design to create appropriate and visually appealing training material while following branding guidelines.
6. Consult with the Senior eLearning Curriculum Developer to provide project updates, identify risks, and discuss where additional support is needed.
7. Collaborate with CUNY SPS colleagues on projects as needed.
8. Research, assess, and recommend eLearning and other courseware packages to help continuously improve learner engagement and performance and reduce development turnaround time.
9. Other duties as assigned.

This is a full-time job with benefits. Link to benefits page: https://www.rfcuny.org/rfwebsite/employees/explore-enroll-in-employee-benefits/

Responsibilities:

The eLearning Curriculum Developer /Trainer is a multifaceted role that produces effective and engaging learning solutions and well-written procedures with the support of subject matter expert workgroups to train DHS and DHS provider staff on new and existing policies and procedures. This role engages in the full training development life cycle including needs analysis, creating project charters, instructional matrixes, scripts, storyboards, alpha/beta phases, pilot group sessions and evaluation.

The expectation is to leverage a training model and identified tools for training projects. The process for procedure projects will be learned on the job.

An ideal candidate:

- Is an experienced eLearning Curriculum Developer, writer, and facilitator skilled in creating engaging and effective learning experiences.
- Can implement instructional design methodology across all training modes, share examples to highlight these skills, and walk-through software used.
- Quickly learns new processes and technologies with minimal direction and has an interest in translating that knowledge into innovative training solutions.
- Is an effective and efficient project manager, problem solver, communicator and displays a professional,

service-oriented attitude as well as adapts easily to changing priorities.

- Is energized by and capable of scheduling and leading meetings, keeping projects on track, listening to feedback, and collaborating with leadership, subject matter experts, other curriculum developers, technical writers, and facilitators to produce solid learning resources.
- Can maintain and expand upon productive relationships with project stakeholders including representatives of City agencies, University administrators, faculty, staff, and independent contractors.

Qualifications

- Two (2) years of full-time work experience in eLearning development - including needs analysis, project scoping, ability to analyze and synthesize complex content, storyboarding, scripting, pre/post-assessments, and evaluation in a training and staff development environment.
- Two (2) years of Articulate Storyline 360/Rise or similar eLearning application experience required.
- Two (2) years of managing training or procedure projects.
- Exceptional writing skills, which will be leveraged daily in email, project summaries, procedures, and course development resources.
- Strong facilitation skills to lead workgroup meetings and facilitate training.
- Ability to engage and manage learners with differing needs and abilities across various training modes.
- Or a bachelor's or master's degree in a related field with 1 year of listed experience.
- Knowledge of government operations, human services, and/or shelter programs a plus.
- Worksite location: 4 World Trade Center/35th floor, New York, NY

Additional Notes

Candidates should be prepared to participate in the following as part of the interview process:

- Submit an eLearning and a writing sample.
- Complete an eLearning assignment as well as a writing assignment for a panel interview.
- Demonstrate facilitation skills.
- Participate in a phone screen, two virtual panel interviews, and follow-up calls as needed.