
Job Title	Program Director, DSS DHS Staff Learning & Development Progr
PVN ID	PS-2302-005407
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$115,000.00 - \$125,000.00
Hour(s) a Week	35
Closing Date	Jun 12, 2023 (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.

Program Description:

CUNY SPS PEWL partners with the NYC Department of Social Services' (DSS) Office of Policy, Procedures & Training (OPPT) to create and manage a comprehensive learning program to support the Department of Homeless Services (DHS) and DHS provider staff as they work to address, reduce, and ultimately prevent homelessness in New York City. Specifically, the program will (1) assess policy, documentation, and training needs, (2) develop and implement policy and procedures to support shelter operations, and (3) design and deliver training on operational processes and city-mandated topics.

The Program Director will partner with DSS OPPT and DHS stakeholders and oversee all aspects of the staff learning and development program. The Program Director directs all program activities including, but not limited to: needs assessment; strategic planning; budgeting and forecasting; deliverable project management and implementation; communication and reporting; evaluation of program deliverables; and the recruiting, onboarding, and oversight of program staff; and joins a team of Program Directors within the PEWL Unit at CUNY SPS.

In addition to the aforementioned, the Program Director's other duties and responsibilities are listed below.

Other Duties

Duties and Responsibilities:

Reporting to the DSS Senior Program Director, the DHS Program Director will:

- Be responsible for the program's budget (approximately \$4 mil) with some support from RF CUNY's Grants Office.
- Create and monitor the programmatic budget in accordance to unit policy.
- Collaborate with the CUNY SPS Grants Office, ensure all contracting and procurement policies and deadlines are adhered to. Identify and manage vendor and independent contract agreements, as appropriate.
- Lead project-wide strategic planning including, but not limited to, the implementation of all project planning, deliverable review processes, 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.
- Collaborate with PEWL's Director of Monitoring, Evaluation, and Learning to ensure a comprehensive evaluation plan is implemented, measuring learning outcomes and impact on organizational effectiveness.
- Directly supervise a team of staff and recruit / onboard as needed. (Staff roles: Senior Program Manager/Developer, Program Manager, Senior Curriculum Developer/Supervisors, Curriculum Developer/Trainers)
- Facilitate regular communications (meetings, conference calls, site visits, etc.) between staff at CUNY, DHS, and other potential 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.
- Other duties as assigned.

Qualifications

Minimum Qualifications:

- Bachelor's degree required. Master's degree preferred.
- A minimum of four (4) years of full-time experience directly related to managing the implementation of complex training, staff development, and/or workplace learning initiatives required.
- A minimum of two (2) years of experience managing a budget required.

Preferred Qualifications:

- Demonstrated ability to lead a team of professionals to provide excellent service and high-quality results.
- Strong relationship management skills for working effectively with both external and internal partners and stakeholders.
- 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 execute complex assignments and adapt to changing situations and priorities.
- Strong computer skills and knowledge of Microsoft Office (Word, Excel, PowerPoint).
- Experience managing the development of eLearning, virtual instructor-led, and in-classroom courses.
- Knowledge of governmental operations, human services, and /or homelessness programs, a plus.
- Ability to travel between program locations in NYC if needed.

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

Additional Notes

As part of the interview process, candidates should be prepared to participate in a virtual or phone screen, a virtual panel interview, and follow-up calls as needed.

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.