

Job Title	Lead Facilitator
PVN ID	PS-2401-006060
Category	Instruction and Social Service
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	PEWL/CUNY School of Professional Studies
Status	Full Time
Annual Salary	\$98,500.00 - \$102,000.00
Hour(s) a Week	35
Closing Date	Mar 08, 2024 (Or Until Filled)

General Description

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.

Position Description:

A CUNY SPS Lead Facilitator, DSS Anti-Bias Training Initiative, is being sought to support the launch and on-going implementation of a city-wide initiative to train 17,000 Department of Social Service staff on anti-bias curriculum. The Lead Facilitator works closely with Director, Training Coordinator and project stakeholders to develop, manage, and execute a robust training schedule including Virtual Instructor Led Training (VILT), webinars, eLearning, in-classroom, and blended sessions of curriculum throughout NYC.

Other Duties

Reporting to the Program Director, the Lead Facilitator will:

- Directly supervise project Facilitators, using knowledge of adult learning, communication techniques, and DEI principles to effectively provide ongoing coaching and support.
- Manage facilitator content onboarding (i.e., train-the-trainer sessions), staff resource assessments, annual evaluations, course facilitation, and scheduling.
- Facilitate conversations around equity, e.g., power, privilege, trauma, and discrimination based on race, ethnicity, language, socioeconomic position, etc.
- Ensure curriculum fidelity; maintain and update training versions and debrief logs, modify instructional plans and approaches in response to feedback.
- Embody and promote the goals of the learning program, centering diversity, equity, and inclusion, promoting respectful and inclusive interactions within the training environment.
- Establish and oversee classroom management protocols, preparation, resolution of training/classroom-related issues, and general course implementation; this includes registration and reporting in partnership with the Training Coordinator.
- Develop training procedure manuals, infographics, instructional templates, or other materials, to guide facilitation and classroom management.
- Serve as a member of the Facilitative team, providing training regularly.
- Provide input to the training strategy and the development of future training to address learner needs and identified agency goals.
- Perform work both onsite and remotely, traveling to identified training locations within the five boroughs as required.
- Support the Project Director and Deputy Director with special projects.
- Other duties as assigned.

Qualifications

- Master's degree in related field preferred. Bachelor's degree required.
- A minimum of four (4) years, full-time experience directly related to the support or management of adult learning programs including eLearning/VILT and in-person facilitation.
- Experience supervising training teams and with the Train the Trainer models of onboarding.
- Demonstrated experience and knowledge of adult learning principles.
- Advanced knowledge of Anti-Bias Trauma Informed content and the ability to effectively turn-key that information to adult learners through diverse coaching and training methods.
- Ability to effectively provide feedback, coaching, support, and guidance to increase facilitator reflection and ability to engage in conversations around equity, e.g., power, privilege, trauma, and discrimination. *(Experience with motivational interviewing, trauma informed care and coaching preferred.)*
- Excellent oral and written communication skills required to review, produce, and deliver clear and concise materials.
- Strong computer skills, and knowledge of Microsoft Office (Word, Excel, PowerPoint) are required.
- Demonstrated ability to interact professionally and build capacity among staff, colleagues, and stakeholders from culturally diverse backgrounds and in different project settings.

- Ability to work independently, creatively, and collaboratively in a fast-paced, demanding, and complex work environment; an ability to carry out complex assignments and adapt to changing situations and priorities, observing schedules and project polices.
- Excellent analytical, critical thinking and problem-solving skills with attention to detail.
- Knowledge of governmental operations, human services, and /or child support programs, a plus.

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.