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<b>Job Title</b>	Research Associate
<b>PVN ID</b>	PS-2509-007038
<b>Category</b>	Research
<b>Location</b>	CUNY SCHOOL OF PROFESSIONAL STUDIES
<b>Department</b>	Office of Innovative Learning Solution
<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>	Nov 24, 2025 (Or Until Filled)

## General Description

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As a leading online school in New York 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 first undergraduate all-transfer college. With 26 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 online offerings, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs ensure that busy working adults may fulfill their educational goals on their own time and schedule. As CUNY SPS moves beyond its 20th year, we dedicate ourselves to engendering an innovative and transformative student-centered experience.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) 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.

CUNY SPS partners with Administration for Children's Services (ACS) Office Training Workforce Development (OTWD) to develop professional learning opportunities for child welfare and juvenile justice professionals. The collaboration between the two organizations includes James Satterwhite Academy (JSA), the ACS Workforce Institute (WI), and the Institute for Leadership Development (ILD). The collective work of all three entities is a state-of-the-art professional development institute that strengthens skills and provides support to child welfare and juvenile justice frontline staff as they strengthen and support New York City's families and children.

<https://www.nycacstraining.org>

### Description:

Reporting to the Deputy Director of Continuous Quality Improvement, the Research Associate to be hired as CUNY staff through the Workforce Institute MOU with CUNY will support the evaluation needs associated with

the implementation of Family First Prevention Service Act (FFPSA) in relation to training, coaching, and transfer of learning sessions. The Research Associate will be responsible for creating the reactionnaires, pre and post-tests, and surveys and analyzing the data. The Federal government requires that evidence-based models approved by FFPSA Clearinghouse be implemented with fidelity. As per the State plan, Office of Children and Family Services (OCFS) requires local districts to monitor these programs for fidelity and ACS will be using a fidelity tool to monitor Motivational Interviewing.

## Other Duties

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- Coordinates and supports evaluation initiatives involving multiple team members and stakeholders in the child welfare system of New York City.
- Conducts quantitative and qualitative data analysis utilizing statistical software.
- Creates and maintains dashboards in Qualtrics and Tableau to support program monitoring, performance management, and continuous quality improvement.
- Manages and analyzes fidelity monitoring data from the Lyssn platform, which utilizes artificial intelligence to provide immediate feedback on Motivational Interviewing practice adherence and skill development.
- Supports the implementation and ongoing evaluation of evidence-based practices, particularly Motivational Interviewing, ensuring compliance with FFPSA fidelity requirements.
- Drafts reports and briefs providing results of qualitative and quantitative analyses of evaluating OTWD learning programs and fidelity monitoring outcomes.
- Presents evaluation results to a wide audience, including training facilitators, project managers, and members of OTWD
- Employs a creative and flexible approach to promote a data-driven culture in the agency and supports evidence-based practice implementation.
- Other duties as assigned.

## Qualifications

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- MA/MPA/MS in social science, public administration, data analytics, data science, data/information management, or another related field.
- At least 2 years of experience doing data management and data analysis in an applied setting.
- Demonstrated data management and analysis skills.
- Competent and/or certified in Qualtrics Research Core, Employee Engagement, or Customer Engagement platforms is highly desired.
- Competence in Tableau Desktop and Tableau Prep a plus
- An understanding of human or social services, particularly the child welfare and juvenile justice systems is a plus
- Knowledge of evidence-based practices, particularly Motivational Interviewing, and fidelity monitoring principles is preferred
- Excellent time management and organizational skills
- Ability to work on a team, as well as independently
- High degree of flexibility and maturity to work in an innovative, fast-paced environment, and to readily embrace change.

- Strong written and oral communication skills and ability to effectively convey complex and data-related concepts to a variety of technical and non-technical audiences.
- Experience with data visualization using dashboards and developing infographics is a plus
- Expertise in evaluating unique learning experiences such as live simulations with actors or virtual reality experiences is a plus, but not required.
- Experience in project management, including assuring project milestones are met on time and collaborating with multiple stakeholders
- A curious disposition motivated by an internal drive to understand and untangle complex issues

Please note: Candidates must have unrestricted authorization to work in the United States. Sponsorship is not available for this position.

Location: 110 William Street, New York, NY 10038