
Job Title	Program Manager, Work Progress Program (WPP)
PVN ID	VA-1908-003256
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	CUNY Central - NYC Human Resources Admin
Status	Full Time
Annual Salary	\$65,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Nov 05, 2019 (Or Until Filled)

General Description

The New York City Human Resources Administration/Department of Social Services (HRA/DSS), Career Services division is seeking a full-time Program Manager through an HRA grant-funded position with the Research Foundation of the City University of New York. The Program Manager will lead efforts in coordinating the Work Progress Program (WPP), a subsidized wage program designed to complement existing youth services by providing participating low-income young adults between the ages of 16-24 with work experience. WPP was launched in spring 2012 in partnership between the Mayor's Office for Economic Opportunity (NYC Opportunity) and HRA. Part of the Mayor's Office of Operations, NYC Opportunity uses evidence and innovation to reduce poverty and increase equity, working collaboratively with City agencies to design, test and oversee new programs and digital products.

Through WPP, service providers already serving low-income young adults are eligible to apply for subsidized job funding for their participants as a way of adding a workforce component to current programming. The Program Manager would oversee approximately 50 service providers in the WPP portfolio and a \$3.5 million budget. This position is an excellent opportunity to engage with policy makers, youth service providers, nongovernmental organizations, and youth experts to help foster youth services in New York City that are meaningful and effective.

HRA/DSS provides temporary assistance to individuals and families with social service and economic needs to assist them in reaching self-sufficiency via essential and diverse programs/services, including temporary cash assistance, public health insurance, Supplemental Nutrition Assistance Program (SNAP), childcare, adult protective services, domestic violence assistance, HIV/AIDS support services and child support enforcement. A division within the HRA's Family Independence Administration (FIA), Career Services programs engage employers and partners to provide access to education, training, and employment opportunities for HRA clients, increasing their ability to navigate the job market and obtain meaningful work. Specific programs/projects on which the Program Manager will work include (but may not be limited to) the Work Progress Program (WPP). WPP is a subsidized wage program designed to complement existing youth services programs by providing participating low-income young adults with work experience.

Other Duties

Primary Duties and Responsibilities:

- Manage WPP service provider applications from submission to award notification, including fielding interest from prospective providers, tracking submissions, communicating with providers on their application, and coordinating internal review committees
- Manage overall program budget, ensuring appropriate awards with the goal of fully allocating annual budget
- Develop partnerships with community organizations and city agencies to strengthen the program model, allocate resources accordingly, and expand provider network
- Review and approve award materials, including award letters and agreements
- Provide ongoing administrative and programmatic technical assistance support and training.
- Troubleshoot any award modifications and performance challenges, including underspending, overspending, etc.
- Review WPP invoices and ensure timely delivery of invoice payments to WPP providers
- Oversee provider data submission processes, including administrative/client information, monthly and quarterly program reports, and other reports as needed
- Review and analyze program data, preparing for share back with key stakeholders, including the Mayor's Office for Economic Opportunity, at regular intervals
- Plan and facilitate annual site visits at each WPP provider site, meeting with executive staff and program participants, assessing challenges, and making recommendations.
- Research innovative strategies and identify best practices for WPP providers to ensure WPP participants are engaged in high quality internship programs that help them initiate their career and/or education path
- Other duties, as requested

Qualifications

Minimum Qualifications/Requirements:

A bachelor's degree from an accredited college or university and at least two years of satisfactory full-time professional experience in workforce development, economic development, or a related field.

Preferred Skills:

- Project management experience related to employment programs for low-income individuals

- Highly organized and capable of managing multiple priorities at one time
- Extremely detail oriented
- Strong analytical, problem-solving, and leadership skills
- Excellent oral and written communication skills
- Strong interpersonal skills
- A track record of developing and maintaining strong working relationships among a diverse group of stakeholders
- Knowledge of and/or experience providing youth development services
- Knowledge of and/or experience of youth development principles and youth trends
- Intermediate to advanced proficiency in Microsoft Office (Word, Excel, and PowerPoint)