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| Job Title | Director of Special Housing Employment Programs, Jobs-Plus P |
| PVN ID | VA-2208-005026 |
| Category | Instruction and Social Service |
| Location | OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS |
| Department | NYC Human Resources Administration/Caree |
| Status | Full Time |
| Annual Salary | \$96,000.00 - \$96,000.00 |
| Hour(s) a Week | 35 |
| Closing Date | Dec 02, 2022 (Or Until Filled) |

General Description

The New York City Human Resources Administration/Department of Social Services (HRA/DSS) provides temporary help 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), child care, adult protective services, domestic violence assistance, HIV/AIDS support services and child support enforcement. Career Services employees help provide unique individual services to clients that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

The Jobs-Plus program model aims to increase earnings among public housing residents by saturating selected public housing developments with career services, financial counseling/related supports, and community-building activities that support employment in the labor market. These services are provided onsite or nearby selected public housing developments. In New York City (NYC), Jobs-Plus is jointly administered by HRA, the NYC Housing Authority (NYCHA), the Department of Consumer Affairs/Office of Financial Empowerment (DCA OFE, hereafter OFE), and the Mayor's Office for Economic Opportunity (NYC Opportunity). HRA is the lead partner in the effort as one of the City's primary administrators of effective career services and work supports for New Yorkers.

HRA/DSS Career Services seeks to hire a full-time Director of Special Housing Employment Programs through a grant-funded position with the Research Foundation of the City University of New York. The Director of Special Housing Employment Programs directs all aspects of the implementation and maintenance of the Jobs-Plus program, a nationally recognized employment model for residents in public housing. The Jobs-Plus program is currently located in thirteen (13) service areas throughout the five (5) boroughs of and serves the residents and surrounding communities of 44 New York City Housing Authority (NYCHA) developments. The Jobs Plus program offers employment-related services to all working-age residents. Including assisting residents secure and retain employment through job readiness training; job search assistance; referrals to and

on-going support for vocational training, adult education, HSE and literacy programs; job development; placement and retention services; support services; and ongoing case management and career counseling. Jobs-Plus serves includes the integration of mental health services in alignment with the ThriveNYC initiative: an interagency collaboration to ensure that every New Yorker who needs mental health support has access to it, where and when they need it, overseen by the Mayor's Office of ThriveNY.

Duties:

The Director of Special Housing Employment Programs will:

- Oversee program development, implementation, and program management of the I Job-Plus Program throughout New York City; including and the establishment of innovative policy that impact delivery of serves to the residents of NYCHA developments and the surrounding communities served by contracted program providers.
- Be responsible for leadership and direction of day to day operations of HRA Jobs-Plus program staff and management of their professional development; and, provides oversight for assuring performance metrics management of the Jobs-Plus program; all-encompassing quality assurance, appropriate staffing, budget and contractual compliance, press release updates, City partnerships and other external and internal relationships concerning the program.
- Develop and implement program goals, objectives, policies, procedures, and performance standards that impact the administration and operation of the Jobs-Plus program. This includes and is not limited to the development of Policy Bulletins, program manuals and tools inclusive of Mental Health Integration of supportive services into the Jobs-Plus Program, provision of technical and training assistance.
- Conceptualize, develop, and implements plans with the goal of increasing employment opportunities and earnings suited to the interests, experience, and education of Jobs-Plus clientele.
- Cultivate external partnerships. This includes the development of partnerships with NYC agencies, advocates, non-profit and community organizations, academic institutions, and private industry to carry out the mission of the Jobs-Plus program; and leveraging a revenue funding stream dedicated to the transformation of services for clients to build sustainable careers and expanding a cohesive portfolio of workforce development services and initiatives.
- Execute and manage high quality meetings through collaboratively identifying issues to be solved, crafting strategic agendas, ensuring materials are shared; and soliciting feedback from the leadership and/or project team to identify gaps and propose corrective action plans, including mechanisms to evaluate progress and address key programmatic initiatives and priorities; and ensuring coordination of internal resources, third parties (vendors/employer groups, external agencies, etc.) critical to the execution of initiatives.
- Foster the ongoing development and maintenance of a collaborative relationship and partnership; and represent HRA Career Services as the primary liaison with NYC Opportunity, the NYC Young Men's Initiative (YMI), the New York City Housing Authority (NYCHA), the Department of Consumer Affairs/Office of Financial Empowerment (OFE), the Department of Small Business Services (SBS) and the Department of Mental; including the scheduling of reoccurring periodic collaborative meetings to provide program updates.
- Be the lead and is responsible for the development of strategic communications plans and oversee and/or write and edit communications content across all platforms, and drafting memos, notes, briefs, documents, and presentations.

- Establish and manage benchmarking, determining key performance indicators, analyzing data, and making recommendations. This includes anticipating, identifying, and mitigating risks or issues of concern or significance; and administering changes, project scopes/scheduled and applicable project costs. This includes setting deadlines, assigning responsibilities to Jobs-Plus management team and staff, monitoring and summarizing progress. This includes the development, execution and implementation of technical assistance and training spending plans each fiscal year.
- Serve as strategist and lead advisor to the Director of Client Provider Services and Senior staff of Career Services on all matters related to program initiatives, program metrics and quality assurance. This includes serving as program chief liaison when sharing data, reports and highlights to executive leadership and the media.
- Research and draft language for Requests for Proposals (RFP's) including, collaborating with stakeholders and partners and third parties; and working under pressure with challenging deadlines.
- Facilitate the continuation of systems development and data management through collaboration with Salesforce/Contracted Vendor and DSS/ITS; and continuous development of training for Career Services staff and contracted provider programs; and appropriate application license management.
- Conduct location visits/internal operational assessments to identify location strengths, opportunities for improvements, participate in ramping-up and/or site closures with recommendations to executive leadership.
- Perform other duties, as requested.

Other Duties

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Qualifications

Minimum Qualifications/Requirements:

A baccalaureate degree from an accredited college and four years of professional experience in the areas described above including at least 18 months of executive, managerial, administrative, or supervisory experience. Work experience must be inclusive of the development and management workforce employment programs for low-income and underserved communities.

Preferred Skills:

- Master's Degree in Human Resources, Political Science, Urban Studies, Urban Planning, Human Resources highly preferred.
- PMP professional highly desired but not required.
- Strong analytical, problem-solving/solution-focused, and leadership skills.
- Excellent organization skills, including the ability to meet tight deadlines successfully.
- Project management experience preferably related to employment programs for low-income individuals.

- Intermediate to expert ability with Microsoft applications (Word, Excel, and PowerPoint).
- Demonstrated ability to create successful collaboration among diverse stakeholders.
- Knowledge of and/or experience providing services to individuals accessing housing supports, NYCHA housing, or related services.
- Exceptional communication skills- oral and written.
- Positive and forward-thinking attitude.

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We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identities or expressions, sexual orientation, national origin, genetics, disabilities, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.