
Job Title	Director of Special Services, Works Progress Program (WPP)
PVN ID	VA-2301-005350
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	NYC Human Resources Administration/Depar
Status	Full Time
Annual Salary	\$76,000.00 - \$76,000.00
Hour(s) a Week	35
Closing Date	Jan 24, 2023 (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), childcare, adult protective services, domestic violence assistance, HIV/AIDS support services and child support enforcement. Employment & Support Services Administration - Career Services employees help provide unique individual services to clients that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

Through an HRA grant-funded position with the Research Foundation of the City University of New York, HRA/DSS Career Services - Education and Youth Services is seeking a full-time Director of Special Services to oversee 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. Staff will work with approximately 50 service providers in the WPP portfolio and help manage a \$4.5 million budget. This position provides 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.

The Director of Special Services will oversee the Work Progress Program overall budget, invoicing, application, and reporting processes, and supervise project staff, among other responsibilities. With support of the Youth Services Education Coordinator, the Director of Special Services will also oversee the Youth Leadership Council. Additionally, this position will have increased exposure to management-level Career

Services programming and management to ensure that the Education and Youth Services unit is robust and able to function seamlessly in the absence of the Assistant Deputy Commissioner.

Other Duties

Duties:

- Oversee 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
- Oversee 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
- Oversee process for reviewing and approving award materials, including award letters and agreements
- Oversee and provide ongoing administrative and programmatic technical assistance support and training.
- Troubleshoot any award modifications and performance challenges, including underspending, overspending, etc.
- Oversee WPP invoicing process 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.
- Develop, coordinate, manage, facilitate, and evaluate learning network meetings.
- 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.
- Oversee process flow mapping and redesign of administrative structures and systems for new Career Services programs, working with systems developers and program administrators.
- Query robust HRA administrative data and conduct analyses of results to make policy and process recommendations to senior-level program managers.
- Oversee existing special projects that involve relationships with other City agencies and service-providing organizations (e.g., employment services work groups, client financial counseling initiatives, State-funded career pathways programs). Develop relationships and liaise with outside organizations to develop special projects for employment and training services that serve sub-groups of HRA clients and see these projects through the entire project life cycle.
- Supervision of full-time program staff and program interns, providing training, professional development, and support.
- Supervision of the Youth Services Coordinator, including providing professional development and support.
- Oversee the HRA Youth Leadership Council (YLC), including providing support in the planning and facilitation of YLC meetings.
- Other duties, as requested.

Qualifications

Minimum Qualifications/Requirements:

A bachelor's degree from an accredited college or university in workforce development, economic development, or a related field and three 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 of workforce employment programs for low-income and underserved communities.

Preferred Skills:

- Master's Degree preferred
- 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).

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