



Job Title	Program Coordinator
PVN ID	HC-2405-006276
Category	Administrative Services
Location	HUNTER COLLEGE
Department	Silberman School of Social Work
Status	Full Time
Annual Salary	\$55,000.00 - \$65,000.00
Hour(s) a Week	35
Closing Date	Dec 31, 2024 (Or Until Filled)

General Description

The National Center for Child Welfare Excellence, Silberman School of Social Work at Hunter College through a partnership with the New York City Administration for Children Services (ACS) develops, implements, and evaluates transfer of learning strategies for the ACS Office of Training and Workforce Development. The office supports 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>

Through a Memorandum of Agreement with the City University of New York (CUNY), the ACS Office of Training and Workforce Development offers professional learning initiatives that move beyond the classroom to enhance skill development for new and seasoned ACS and provider/agency staff.

Reporting to the Deputy Director of Budget and Operations, the Program Coordinator will work closely with CUNY and ACS leadership and staff to support efforts to promote and establish buy-in for the vision and planning related to building a learning culture and implementing the coach approach; ensure successful and efficient program operations.

The new hire will join a team of CUNY colleagues and work on site at one of the ACS locations in Manhattan.

Other Duties

Responsibilities of this position include, but not limited to:

- Collaborate with the Program Director, Program Deputy Directors and other key leaders on the team to develop the Fiscal Year plans that will guide the work. Ensure plans are updated regularly to reflect the work accomplishments, obstacles and refinement of the plan as needed.
- Track and reconcile learning event sessions and activity trackers in all data systems and support continuous quality improvement processes.

- Maintain supply room and cabinet, identify supply shortage, and collaborate with team members to ensure staff's supply needs are met.
- Keep track of inventory and manage the maintenance of program equipment.
- Provide support for continuous quality improvement for employee onboarding and exit processes.
- Assisting in the planning and overseeing program events.
- Collect printing requests and fulfill the printing needs with vendors.
- Coordinate scheduling of messenger services.
- Provide support to SKIP leadership with special projects when needed.
- Provide administrative support to SKIP leadership and staff, assist with solving day-to-day operational and programmatic issues.
- Communicate effectively and maintain positive, courteous, supportive, and professional working relationships with all levels of contacts.
- Attend learning events and meetings as required and necessary to fulfill the needs of the department and to support the timely meeting of the deliverables.
- Other duties as assigned.

Qualifications

- Bachelor's degree required and minimum of two years' experience providing administrative support, project management and other associated administrative tasks.
- Must be comfortable working in a fast-paced, results-oriented environment.
- Evidence of effective problem-solving, critical thinking, and decision-making skills.
- A demonstrated positive and proactive approach in identifying creative and innovative solutions.
- Excellent oral and written communication skills.
- Strong organizational skills and attention to detail as well as a proficiency in computer, including Microsoft Office and video conferencing tools.
- Ability to be flexible and adaptable in an ever-changing environment and growing organization.
- Excellent customer service skills.
- Ability to travel between program locations to support program staff as needed.
- Must be able to lift, move up to 30 lbs.
- Sensitivity to diverse cultural and linguistic populations

Preferred Skills:

The ideal candidate will be proactive, detail-oriented, and possess strong organizational and communication skills. Candidate should be able to appropriately interact with various levels of ACS and CUNY leadership and offer feedback on

ways to further the mission of the ACS Workforce Institute. A commitment to a collegial workplace is required.

All staff working on this project in partnership with the ACS WI will be employees of the Research Foundation of the City University of New York. Employment is contingent on satisfactory clearances.