



Job Title	Program Coordinator, Navigator Certificate Program
PVN ID	JJ-2307-005748
Category	Instruction and Social Service
Location	JOHN JAY COLLEGE OF CRIMINAL JUSTICE
Department	Institute for Justice and Opportunity
Status	Full Time
Annual Salary	\$52,000.00 - \$60,000.00
Hour(s) a Week	35
Closing Date	Dec 31, 2023 (Or Until Filled)

General Description

The Institute for Justice and Opportunity (the Institute) seeks a full-time **Program Coordinator** to provide programmatic support for the Navigator Certificate in Human Services & Community Justice training program. The goal of this training program is to prepare people with lived experience in the criminal legal system for employment and advancement in the field of human services. The course offers participants an opportunity to develop human service career pathways toward meaningful employment options with increasing responsibility and salary. In addition, the Navigator program is an on-ramp to higher education, granting academic credit to those that enroll in select colleges after completion.

ABOUT THE INSTITUTE:

John Jay College Institute for Justice and Opportunity (The Institute) opens doors and eliminates barriers to success for people who have been involved in the criminal legal system as a champion of institutional, structural, and personal transformation. The Institute is one of twelve research entities that collectively comprise the Research Consortium of the John Jay College of Criminal Justice. The Institute has a diverse portfolio of projects that focus on identifying what it takes for people to live successfully in the community after justice involvement and on increasing the effectiveness of the professionals and systems working with them. Recognizing the transformational power of education, the Institute focuses much of its work on increasing access to higher education for people with criminal histories. The Institute's comprehensive and strategic approach includes direct service, research, and technical assistance. To learn more please visit our website: <https://justiceandopportunity.org/>

Other Duties

- **Recruitment of Navigator Cohort**, including but not limited holding regular information sessions at the Institute and with partners; preparing marketing materials; maintaining a rolling application process; serving as the point of contact for future Navigator students.

- **Interviewing and Prep Work for Navigator Cohort;** including but not limited to preparing interviewing materials; setting up interviews with applicants and interviewers; interviewing students and taking notes; gathering all demographic information of applicants and organizing in an excel document; informing students of their status with the course; ensuring all accepted students have proper paperwork, tech assessment, and universal onboarding completed before course begins; preparing Google Classroom, laptops, and binders for start of class.
- **Current Navigator Cohort,** including but not limited to bi-weekly individual case management sessions with Navigator students during semester to assist with academic, professional, and personal needs/goals (providing referrals/follow up to referrals, when necessary); providing documentation in a timely manner for all case management in Salesforce; attending each class (Mondays, Tuesdays, and Thursdays 6pm-9pm) to assist students and professors/consultants to ensure a successful class; conduct, document, and analyze exit interviews with students at the end of course.
- **Navigator Alumni,** including but not limited to building and maintaining rapport with alumni by outreach, email communication, and events; provide one-on-one assistance to alumni as necessary; managing the data collection/updating data as alumni have professional and academic developments; provide organizational support for bi-annual Career Pathways Advisory Board meetings.
- **Building and Management of External Partnerships,** including but not limited to cultivating relationships with community-based organizations for student and host site recruitment; create and develop host site MOUs; check-in bi-weekly with host site partners to ensure proper support; maintaining proper tracking and documentation for host sites; coordinate with professors/consultants the Fall and Spring semester calendar; maintain regular communication with professors/consultants on any curriculum/student related concerns or questions; provide exit interviews to professors, consultants, and host sites; assist in writing quarterly funder reports.
- **Navigator Events,** including preparing networking and professional development opportunities/events for current and past Navigator students, as well as being the lead on bi-annual Navigator graduations at the commencement of each semester.

Qualifications

- A track record of skillful program development, implementation and management
- Undergraduate degree or 3+ years relevant work experience in human services
- Strong oral and written communication skills and ability to produce polished work products
- Prior knowledge of barriers that justice impacted individuals face
- Demonstrated ability to respond calmly and thoughtfully to emergencies and develop solutions in partnership with colleagues, students and relevant stakeholders
- Preexisting connections to community-based organizations, and understanding of the importance of networking
- Ability to prioritize work accurately and independently
- Solution oriented with a keen ability to fully manage the problem solving process, including gathering and sorting information, identifying potential solutions, and presenting thoughtful and well-articulated solutions
- High level of diplomacy and professionalism as evidenced by demonstrated commitment to building and maintaining strong working relationships among diverse stakeholders
- Strong customer service orientation for interface with students and other program partners
- Excellent organizational and administrative skills—experience in academic or non-profit setting a plus
- Excel, PowerPoint, and database skills required, Salesforce experience a plus

- Knowledge of reentry and support services in NYC, preferred
- Relevant life experience preferred
- Commitment to anti-racism work and social justice

At the Institute, we are committed to providing an environment of mutual respect where equal employment opportunities are available to all applicants and teammates without regard to race, color, religion, sex, pregnancy (including childbirth, lactation and related medical conditions), national origin, age, physical and mental disability, marital status, sexual orientation, gender identity, gender expression, genetic information (including characteristics and testing), military and veteran status, and any other characteristic protected by applicable law. The Institute believes that diversity and inclusion among our teammates is critical to our success, and we seek to recruit, develop and retain the most talented people from a diverse candidate pool.