Job Title	Benefits Hub Director
PVN ID	PH-2506-006902
Category	Managerial and Professional
Location	CUNY SCHOOL OF PUBLIC HEALTH & HEALTH POLICY
Department	CUNY CARES
Status	Full Time
Annual Salary	$100,000.00 - $120,000.00
Hour(s) a Week	35
Closing Date	Aug 26, 2025 (Or Until Filled)

General Description

The CUNY Benefits Hub will assist students on our three Bronx campuses to learn about, apply for, and enroll in public benefits. This is part of CUNY CARES, our comprehensive initiative to support students' food security, housing stability, and access to health care and mental health services.

Amid evolving federal policies and increasing pressures on student support systems, CUNY students are encountering growing challenges in accessing essential benefits like SNAP and WIC. Campus leaders, staff and students have identified the need for stronger, more effective practices and infrastructure to support benefits enrollment. The Hub and its director represent our commitment to building specialized capacity to navigate this complex and rapidly changing environment, ensuring our students receive the support they need during these challenging times. Join our growing caring collaborative to help students access resources to meet their most essential needs.

We seek a candidate who has both experience working with city agencies on benefits programs and strong data skills and experience designing or managing data systems for benefits enrollment. Applicants should also have at least 2 years administrative or managerial experience in a public benefits agency and/or in non-profits that enroll people in benefits or conduct research and/or advocacy on benefits policy. They should be familiar with New York City benefits policy and enrollment practices, with interest and experience in SNAP and/or Medicaid highly desirable. A master's or advanced degree in a relevant field is also expected as is detailed knowledge of benefits screening, enrollment, and advocacy policies and procedures.

We seek qualified individuals for this position to work 60-100% with an FTE salary of $120,000 and a full package of CUNY Research Foundation benefits. Funding has been secured for one year (FY 2026) as we seek additional support for the following years.

To apply, submit a curriculum vitae, letter of interest and a writing sample or other work product through the RF portal, attention to: Cristina Onea (Cristina.Onea@sph.cuny.edu) and Nicholas Freudenberg (nick.freudenberg@sph.cuny.edu) by July 15, 2025, or until the position is fille.

Read more about CUNY CARES here: https://www.cuny.edu/about/administration/offices/transformation/cuny-

Other Duties

- With guidance from relevant experts, design and implement a system to screen, enroll, troubleshoot and assist CUNY students to enroll in public benefits with a focus on SNAP and Medicaid and test this system on the CUNY Bronx campuses
- Serve as liaison on this project to CUNY Bronx campuses, city agencies, and CUNY central office staff and elicit their advice and support for the Benefits Hub
- Convene and facilitate a CUNY benefits screening group advisory committee of relevant CUNY and city and state agency representatives
- Assist CUNY CARES, CUNY and city agencies to create data systems for notifying, screening, enrolling and troubleshooting CUNY students for benefits eligibility
- By July 2026, prepare a report summarizing options for creating benefits screening systems for other CUNY campuses
- Assist CUNY CARES leadership team to strengthen roles of navigators, advocates, CUNY CARES staff and campus resource centers to screen, enroll and trouble shoot for students seeking benefits
- Assist CUNY CARES evaluation director to document and evaluate implementation and short term impact of Benefits Hub
- Other duties as assigned

Qualifications

We seek candidates with a mix of skills and experience in several of these areas including both policy and systems development in public agencies and development and oversight of multi-agency data systems.

Desired Organizational and Policy Skills and Experience

- Deep understanding of NYC benefits policy landscape, particularly SNAP, Medicaid, and related public benefit programs
- Experience negotiating agreements for multi-agency systems to screen and, enroll eligible individuals in public benefits
- Experience identifying and resolving differences in screening and enrollment practices across benefits and agencies and navigating complex regulatory environments and advocate effectively for program participants
- Experience in identifying and capitalizing on windows of opportunity for increasing enrollment of eligible individuals in public benefits

Desired Data Skills and Experience

Candidates should have experience using or supervising users of the following:

- SQL, Python, or R for data analysis, reporting, and managing student benefits data
- Data modeling and integrating web applications with existing database systems
- JSON data handling and parsing system responses

- Connecting multiple systems including CUNY databases, city agency platforms, and benefits enrollment systems while maintaining data security and privacy compliance
- Web technologies and APIs for building user-facing benefits enrollment interfaces
- Building robust systems that handle technical issues and provide clear feedback to users navigating benefits enrollment processes