Job Title	Program Manager, Evidence-Based Models
PVN ID	PS-1809-002740
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	CUNY School of Professional Studies
Status	Full Time
Annual Salary	$65,000.00 - $85,000.00
Hour(s) a Week	35
Closing Date	Oct 31, 2018 (Or Until Filled)

General Description

The CUNY School of Professional Studies (CUNY SPS) provides online and on campus degree and certificate programs that meet the needs of adults who are looking for a seamless way to finish or transition into a bachelor's degree, earn a master's degree or certificate in a specialized field, advance in the workplace, or change careers.

Drawing on CUNY's nationally and internationally renowned faculty and practitioners, as well as industry and education partners, the School's programs provide opportunities for personal growth, job mobility, greater civic participation, and new ways to advance knowledge. Home to the first fully online degree programs at the City University of New York, CUNY SPS offers fully accredited degree and certificate programs for students who want the flexibility and convenience of online education. CUNY SPS was ranked in the top 5% in the Nation in U.S. News & World Report's list of the 2018 Best Online Bachelor's Degree Programs.

CUNY SPS seeks an experienced Program Manager to support the NYC Administration for Children's Services (ACS) Workforce Institute which provides professional development programming for child welfare and juvenile justice staff in partnership with CUNY. The Program Manager for evidence-based programs will support the maintenance, development and operationalization of learning and professional development programs for child welfare practitioners and mental health clinicians in the implementation of evidence-based models, with the goal of strengthening outcomes for children. The role will provide strategic planning, project management and logistics support. Additionally, the Program Manager will be responsible for managing large data sets, developing reports, and troubleshooting data issues with child welfare leadership in our efforts to ensure data is being utilized to drive decision making and support direct care staff. The CUNY team works onsite at ACS offices and at Workforce Institute training facilities.

Other Duties

The Program Manager will report to the Deputy Program Director for Evidence-Based Models and will:

- Manage large-scale learning and professional development programs for child welfare practitioners and mental health clinicians in support of the implementation of evidence-based models of practice.

- Oversee the operational infrastructure needed to provide high-quality, effective learning and professional development programming in collaboration with CUNY and ACS colleagues.

- Oversee the collection, analysis, and reporting of training and implementation data for EBM programs utilizing Cornerstone (learning management system).

- Communication with provider agency and ACS staff via phone/email to support vetting and accuracy of data reporting.

- Support the implementation of transfer of learning opportunities (e.g., ongoing consultations, coaching, practicums) in collaboration with ACS, CUNY trainers, and program leadership to help learners apply knowledge and skills to their daily practice.

- Provide onsite support to Workforce Institute trainers and learners as needed at training facilities and provider agencies in all boroughs.

- Collaborate with senior ACS staff, curriculum developers, instructors and other partners to support the successful implementation of models.

- Use effective project management tools and techniques to manage the scope and schedule of programs.

- Perform day-to-day operational duties such as: scheduling and preparing documents for meetings, submitting print orders, packing boxes for shipment, responding to requests and questions from individuals, institutions, government agencies; and

- Other duties as assigned.

Hours: 35 hours/week (daily schedule 9am-5pm, with some occasional evening hours required).

Qualifications

Minimum requirements for the position:

- Bachelor's degree required; Master's degree preferred in social work, education, adult learning, public administration, public policy, management or related field.

- Experience in developing, delivering, and managing learning and professional development programs.

- Excellent project management skills; demonstrated experience in using project management tools and techniques to manage scope, schedule, costs, and quality to required specifications.

- Familiarity with learning management systems and other tools/ applications needed for data collection,

analysis, and reporting.

- Demonstrated experience managing stakeholder relationships, including clients and partner organizations.

- Ability to work effectively as part of a team.

- Attention to detail.

- Ability to work independently and collaboratively in a fast-paced, demanding, and complex work environment, with the ability to carry out complex assignments and adapt to changing situations and priorities.

- Advanced knowledge of MS Office (i.e. Microsoft Word, Excel, PowerPoint, Project, Visio).

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