



Job Title	ACSWI Learning Manager
PVN ID	PS-2409-006449
Category	Managerial and Professional
Location	CUNY SCHOOL OF PROFESSIONAL STUDIES
Department	Innovative Learning Solutions (ILS)
Status	Full Time
Annual Salary	\$80,000.00 - \$90,000.00
Hour(s) a Week	35
Closing Date	Nov 12, 2024 (Or Until Filled)

General Description

About the CUNY School of Professional Studies:

As New York's leader in online education since 2006, the CUNY School of Professional Studies (CUNY SPS) offers the most [online](#) bachelor's and master's degree options at the City University of New York, and serves as the University's only undergraduate all-transfer college. With 24 [degrees](#) and numerous other non-degree and grant-funded workplace learning programs, CUNY SPS meets the needs of adults who wish to finish a bachelor's degree, progress from an associate's degree, earn a master's degree or certificate in a specialized field, and advance in the workplace or change careers.

Consistently ranked highly by [U.S. News & World Report](#) for its quality online offerings, and noted for its soaring growth and enrollment, CUNY SPS has emerged as a nationwide leader in online education. The School's renowned and affordable online programs—which offer in-state tuition to all students regardless of where they live—ensure that busy working adults may fulfill their educational goals on their own time and schedule.

Within and created at the same time as CUNY SPS, the Office of Innovative Learning Solutions (ILS) designs custom workplace learning programs to help organizations achieve their goals. We are experts in research-based learning practices, online as well as in-classroom curriculum development and implementation. We are uniquely positioned to respond to organizational learning needs and support change management initiatives swiftly and effectively.

Description:

Reporting to the Director of Learning Programs, the Manager of Learning Development will work closely with ACS leadership and staff, CUNY School of Professional Studies, ACS contract provider agencies, and consultants.

The position's focus is to develop new learning programs that will prepare all direct service staff with strong practice skills according to a set of established core competencies, as well as provide on-going support to

ensure learning transfer and continued skill development. This position will serve as an ACS lead on assigned learning program development project teams along with project managers from CUNY SPS and consultant subject matter experts within the child welfare and juvenile justice fields. This position will also work as part of a team of directors within the PPM division to improve recruitment, retention, staff development, coaching, and supervision of ACS and provider agency staff. This position will play a key role of supporting the development and implementation of a plan to revise the agency's training structure and its ongoing professional development and coaching strategy for more than 3,000 frontline workers and supervisors in the Divisions of Child Protection and Youth and Family Justice, and for several thousand direct service employees of ACS contract provider agencies. This position will serve as a key liaison within the Office of Training and Workforce Innovation as well as within the Policy, Planning and Measurement Division toward the continuing development of the ACS Workforce Institute.

Note: This position is temporary, with an expected duration of 9 to 12 months

Other Duties

- Provide support and leadership in the development of curriculum, design, and implementation of an ongoing catalogue of courses geared toward the support of the broad sector of child welfare and juvenile justice services in NYC
- Ensure that each new learning program successfully represents the ACS WI vision and values and best practices in child welfare and juvenile justice
- Effectively communicating with project team members throughout the life of learning program development to ensure alignment and that all team members understand the vision, values and objectives
- Oversee pilots as well as full roll out and implementation of each learning program
- Assess and providing high level input into determining the need for learning programs (online, blended, classroom based, etc.) that best present the material and meet the learning needs of our target audiences
- Ensure incorporation of diverse methods of adult learning into the broad training models including classroom, e-learning, simulation, and experiential modalities
- Work closely with the Senior Director of Learning Development and Fidelity to determine the appropriate subject matter experts, trainers and topical areas from the broader child welfare and juvenile justice community
- Coordinate and manage relationships with a wide variety of subject matter experts in the field of child welfare and juvenile justice to identify key topic areas for professional development and enhanced learning opportunities for workers across the sector
- Support collaboration between ID and SME, helping each party understand the other
- Edit and revise learning program deliverable at each stage of development
- Write and/or design program content as needed (when SME or ID is unable)
- Conduct stakeholder walkthroughs of design document and beta course
- Attend meetings with senior ACS leadership, as required and necessary to fulfill the functions of this position
- Other duties as assigned

Qualifications

Minimum Qualifications

- BA/BS in a related field
- A minimum of four years' experience in developing and managing training programs

Preferred Skills

The preferred candidate should possess the following:

- Ability to conceptualize, process, develop and implement in a timely manner
- Excellent oral and written communication skills
- Ability to be flexible
- Solution oriented
- Excellent relationship management skills and ability to lead teams
- Ability to work as part of a team, as well as independently to achieve necessary results
- Capability to prioritize tasks and manage multiple projects at one time
- Strong organizational skills and attention to detail; experience in child welfare, social work/ and or human services
- Commitment to a collegial workplace

Hours: 9am to 5pm, Monday to Friday

Location: Downtown Manhattan/Hybrid