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<b>Job Title</b>	Program Manager - Hollis Gardens
<b>PVN ID</b>	VA-1804-002427
<b>Category</b>	Managerial and Professional
<b>Location</b>	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
<b>Department</b>	Continuing Education & Workforce Program
<b>Status</b>	Full Time
<b>Annual Salary</b>	\$60,000.00 - \$75,000.00
<b>Hour(s) a Week</b>	35
<b>Closing Date</b>	Jun 05, 2018 (Or Until Filled)

## General Description

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The CUNY Office of Continuing Education and Workforce Programs (CEWP) is dedicated to the mission of connecting academic pursuits with career competitiveness. CEWP works closely with industry to understand the skills required for the most in-demand jobs and trains CUNY students in those skills to prepare them for early and sustained career success. CEWP's spectrum of programs are designed to give students an advantage in the job market and help students advance in their careers after securing a job.

Hollis Gardens Apartments Program is a comprehensive housing program providing high-quality, high-touch support to tenants who were formerly homeless, or at-risk of homelessness. The program is staffed by on-site professionals who care deeply about creating a healthy community for the tenants. The City University of New York (CUNY) provides education and workforce development services, as well as program oversight. HELP USA provides property management as well as clinical and case management services.

The program is located in Hollis, Queens. The program manager will be required to be onsite in Hollis, Queens for a minimum of 3 days a week.

## Other Duties

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### Managerial/Professional:

- Managing a complex program with multiple partners;
- Overseeing general operations of the initiative, including budget oversight, program policies & processes, data & evaluation, and program reporting;
- Serving as an official point of contact for participating community-based organizations (CBOs), working closely with them to develop and implement a program and service delivery model (including referrals) and serve as the primary point of contact with HRA, HELP and CUNY staff;
- Providing colleges and key partners with consistent and clear communication of project strategy, program

- model, roles and responsibilities, and program successes & program challenges;
- Develop, track, and analyze a variety of metrics;
- Ensure timely and accurate reporting to HRA and the partners per a mutually established schedule; refine processes based on data analysis and communication with program participants, program staff, and program partners;
- Working closely with the Hollis Gardens case management team, and oversee referrals and partnership development with CUNY colleges;
- Participating in leadership meetings with a variety of constituents;
- Maintaining a flexible work schedule;
- Supervise and support CUNY staff involved in Hollis Gardens and related projects;
- Work with assigned fiscal and administrative staff to ensure smooth implementation of the program;
- Scale up program, or pieces of the program, across the City;
- Supporting the university director and the entire department as needed.

#### Administrative/Instructional Service:

- Provides advisement support to program participants;
- Support program colleagues in handling difficult and high-needs tenants;
- Design and lead workshops and other enrichment activities;
- Utilize reporting and tracking systems to document participants' occupational training and educational progress and outcomes;
- Carries out plans for ceremonies, job fairs, of varying size and complexity;
- Assists in the development of and conducts skills and/or education-related assessments of individuals;
- Takes appropriate action when participants do not comply with program requirements;
- Facilitates education-oriented support groups and collaborates with others to develop special activities;
- Participates in technical staff training and, when qualified, may provide specialized training to other staff on appropriate topics;
- Maintains libraries of up-to-date career and postsecondary school information;
- Provides individual and group career and education coaching, both in person and using technology;
- Identifies and recommends adaptive equipment and learning tools for disabled, atypical, or otherwise challenged participants;
- Supports participants in accessing relevant educational benefits;
- Participating in regular case conference meetings with entire direct service-support staff; Interfaces with support staff from the CBO who will be in charge of developing each participants' comprehensive case management plan.

## Qualifications

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