
Job Title	Program Manager
PVN ID	VA-2210-005132
Category	Instruction and Social Service
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	Human Resources Administration/Career Se
Status	Full Time
Annual Salary	\$75,000.00 - \$80,000.00
Hour(s) a Week	35
Closing Date	Dec 16, 2022 (Or Until Filled)

General Description

The New York City Human Resources Administration/Department of Social Services, Career Services is seeking a full-time Jobs Plus Program Manager through an HRA grant-funded position with the Research Foundation of the City University of New York. The Program Manager will work within HRA's Employment & Supportive Services Administration.

HRA/DSS provides temporary assistance to individuals and families with social and economic needs. The assistance is geared towards helping individuals and families reach self-sufficiency via essential and diverse programs/services, including: temporary cash assistance, public health insurance, Supplemental Nutrition Assistance Program (SNAP), child care, adult protective services, domestic violence assistance, HIV/AIDS support services and child support enforcement. Career Services employees help provide unique individual services to clients that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

Jobs Plus offers employment-related services to all working-aged NYCHA residents in one or a cluster of public housing developments. Jobs Plus's goal is to help residents secure and retain employment, have access to job readiness trainings; job search assistance; referrals to and on-going support for work, adult education, literacy programs; and ongoing case management and career counseling. Jobs-Plus sites are operated by not-for profit and for-profit service providers. This includes twelve (12) provider locations in or close to forty-four (44) New York City Housing Authority (NYCHA) developments across the city.

This is a full-time HRA grant-funded position with the Research Foundation of the City University of New York.

Other Duties

Primary Duties and Responsibilities

- Coordinate efforts of internal and external stakeholders, organizations, and agencies in order to develop cooperative relationships that enhance the services provided to Jobs Plus members.
- Research innovative strategies and identify best practices for Jobs-Plus vendors to help members achieve their jobs and economic security goals.
- Serve as a liaison between Jobs Plus vendors and HRA contract milestone processing unit by managing the timely submission of milestones ensuring performance payments are processed, resolving systems related issues, and helping to develop efficient workflows.
- Assist in the ramp-up of new Jobs Plus sites, including site visits to new sites and preparation of training materials for vendor staff
- Provide technical assistance to Jobs Plus sites upon request, participate in quarterly site visits to Jobs Plus locations and assist in planning for ongoing workshops for providers.
- Develop and utilize reports to conduct data analyses and monitor progress toward program benchmarks and goals for Jobs Plus participants.
- Prepare management reports for the Jobs Plus program through the compilation of periodic program statistics, fiscal data reports and site visits.
- Participate in an agency collaborative for administration of Jobs-Plus with other agencies.
- Works with Jobs Plus Site Directors to coordinate, plan, and schedule special career, technical or educational events for members of the Jobs Plus program.
- Through site visits, engagement calls, staff scheduling for special events and capacity building trainings, will ensure that Jobs-Plus sites are closely intertwined with their communities and works in adherence to scope of services set by HRA.
- Participates in leadership meetings: sharing programmatic updates and resources.
- Inform Jobs-Plus Site Directors of community events, community and or city sponsored trainings and recruitment information such as job/resource fairs, internet resources, etc.

Other Duties

- Assists with database management, data cleaning and reviewing data quality submitted by Jobs Plus sites.
- Assist in the training and implementation of Salesforce use at Jobs Plus sites.
- Compile and organize past data for accurate filing and program management.
- Actively research, engage, and cultivate relationships with Community Based Programs and industry partners.
- Maintain and contribute to a network community partner engagement list aimed at providing additional resources to Jobs Plus sites.
- Respond to inquiries and concerns from Jobs Plus Site Directors in a timely and professional manner.
- Completes all necessary reports: including monitoring notes, data collection.
- Other duties as assigned by the Director of Special Housing Employment Programs - Jobs Plus

Qualifications

Minimum Qualifications/Requirements:

A baccalaureate degree from an accredited college and three years of professional experience in workforce development, economic development, or a related field

Preferred Skills:

- Self-motivated individual who takes initiative and can learn quickly
- Project and program management experience related to employment programs for low- income individuals
- Extremely detail oriented
- Strong organizational analytical, problem solving and leadership skills
- Intermediate to expert proficiency in Microsoft office
- Demonstrated ability to create successful collaboration among diverse stakeholders
- Knowledge and or experience providing services to individuals accessing housing supports NYCHA housing or related services
- Ability to prepare and maintain accurate records, files, manage correspondence with multiple organization leaders, review and submit reports and other documents related to development of Jobs Plus
- Superior communication skills (oral/written)
- Positive attitude and solutions-focused thinking

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We are committed to enhancing our diverse academic community by actively encouraging people of any race, color, religion, gender, gender identities or expressions, sexual orientation, national origin, genetics, disabilities, age, or protected veteran status to apply. We take pride in our pluralistic community and continue to seek excellence through diversity and inclusion. CUNY is an EEO/AA Employer.