

Job Title	Associate Director - Attendance Verification Unit
PVN ID	VA-2504-006815
Category	Managerial and Professional
Location	OFFICE OF SR. UNIV DEAN FOR ACADEMIC AFFAIRS
Department	NYC Human Resources Administration - Car
Status	Full Time
Annual Salary	\$82,292.00 - \$82,292.00
Hour(s) a Week	35
Closing Date	Jun 25, 2025 (Or Until Filled)

General Description

The New York City Human Resources Administration/Department of Social Services (HRA/DSS) provides temporary help to individuals and families with social service and economic needs to assist them in reaching 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. Family Independence Administration (FIA)/Career Services employees help provide unique individual services to clients that offer sustainable employment plans and self-sufficiency support to overcome barriers to employment.

Project Overview

The HRA grant-funded position with the Research Foundation of the City University of New York, HRA/DSS Career Services/Education Services enables the Associate Director for Provider Engagement and Quality Assurance, with some latitude for independent action/initiative and a high degree of accountability, to support the Director in leading an initiative which provides a comprehensive range of quality training and educational programs enabling Cash Assistance participants to gain marketable skills in order to transition into lasting employment.

The Education Services/Training Assessment Group Associate Director position is a full-time HRA grant-funded position with the Research Foundation of the City University of New York.

Other Duties

Under the Direction of the Education and Youth Services Assistant Deputy Commissioner and the Education Services/Training Assessment Group Director, the Associate Director will perform the following tasks:

- Provide program support to Directors to enhance the Training Approval and Community Services Management units of the department

- Develop and provide training provider approval program presentations for training providers and HRA partners seeking program approval
- Assist with compiling research and helping with strategic planning for implementation and monitoring of the agency's policy action items to enforce stricter accountability for training providers and other agency initiatives;
- Manage location visits and internal operational assessments to identify site issues or opportunities for improvements and trends; and making recommendations to senior leadership;
- Conduct assessment evaluations for yearly performance and final review of current files for updated accreditation, licensing, contracts, curriculums, etc.
- Develop and monitor provider engagement and quality assurance reports for Education Services programs;
- Be the primary liaison with HRA's ITS teams to oversee system improvements and troubleshoot system issues to streamline processes for provider enrollment and client monitoring;
- Provide assistance with implementation and monitoring of agency roll-out of conciliations, engagement verification policy and other related agency initiatives;
- Respond to all audits from internal and external sources to ensure integrity and compliance
- Oversight and management of the Attendance Verification Unit including but not limited to:
 - Tracking and monitoring attendance for all schools registered and approved with HRA's Education Services Training Assessment Group
 - Conduct the review of all new file registrations for education/training programs seeking approval
- Preparation of reports pertaining to all aspects of the project, including, project development, implementation and evaluation of programs
- Provide direction for the unit and other Education Services staff regarding training provider approval status and outcomes
- Participate in regular meetings with the project team to keep project goals on track and ensure effective collaboration within the department
- Provide assistance with additional tasks and projects and tasks as needed
- Other duties as assigned by the Director

Qualifications

- Bachelor's degree from an accredited college or university with a minimum of two-years of progressively responsible experience in program management
- Highly organized with strong attention to detail, ability to work independently and balance competing priorities, complex situations and tight deadlines
- Ability to see projects and tasks through to completion, with excellent multi-tasking ability and responsiveness to time-sensitive requests
- Positive attitude and solutions-focused thinking
- Ability to collaborate and work well in a diverse team environment with all levels of supervisory and frontline staff
- Understanding of evaluation and data needs of education programs and social service systems
- Eagerness to learn and take on new tasks
- Excellent verbal and written communication, interpersonal and problem-solving skills
- Strong proficiency with software including Microsoft Word, PowerPoint, Access, and Excel to conduct quantitative data analyses

- Comfortable giving public presentations