

## FULL TIME POSITION:

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### **Workforce Development Corporation (“WDC”) Program Manager, Healthcare Training**

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#### **AGENCY DESCRIPTION:**

The New York City Department of Small Business Services (SBS) is a vibrant, client-centered agency whose mission is to serve New York’s small businesses, jobseekers and commercial districts. SBS makes it easier for companies in New York City to start, operate, and expand by providing direct assistance to business owners, supporting commercial districts, promoting financial and economic opportunity among minority- and women-owned businesses, preparing New Yorkers for jobs, and linking employers with a skilled and qualified workforce. SBS continues to reach for higher professional standards through innovative systems, new approaches to government, and a strong focus on its employees.

#### **ABOUT THE WDC AND NYACH:**

The WDC is an independent not-for-profit created by the City of New York (the “City”) specifically for the purpose of assisting the City in developing and funding workforce initiatives. In furtherance of this purpose, the WDC and SBS work in a partnership consisting of, among other things, jointly developing, funding and managing workforce and training initiatives, and resource sharing.

The New York Alliance for Careers in Healthcare (NYACH) is a grant-funded initiative housed at the WDC. NYACH aims to maximize the healthcare industry’s ability to deliver quality care by developing a qualified workforce. NYACH’s mission is to build an effective healthcare workforce development system in NYC by identifying healthcare employers’ needs; helping education and training organizations adapt their approach to better meet those needs; and ensuring low income and unemployed New Yorkers have access to viable career opportunities in healthcare.

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#### **JOB DESCRIPTION:**

The WDC seeks a Program Manager of Healthcare Training to oversee a portfolio of NYACH-informed healthcare training programs, which have been developed with industry and healthcare employer input in order to meet the short- and long-term workforce needs of the growing and changing healthcare sector. In addition to meeting the labor force needs of the industry, the programs focus on providing unemployed and low-income New Yorkers with career opportunities in healthcare by training both jobseekers and front-line staff seeking opportunity for advancement. This Program Manager will report directly to a Healthcare Training Program Director.

#### Specific Responsibilities

The Program Manager’s duties may include, but will not be limited to, the following:

- Manage the successful implementation of at least 5 healthcare training programs, including:
  - Coordinate and oversee recruitment to the programs with City’s Workforce1 Career Centers, training providers, and employer partners
  - Convene regular meetings and/or phone calls of all training partners to monitor progress
  - Provide technical assistance to training providers around program best practices and processes
  - Oversee collection of program outcome data from training providers and employer partners
  - Participate in program evaluation through administering surveys and focus groups, analyzing results, and producing reports
- Draft and manage contracts, budgets, and provider reimbursement requests for programs across a variety of training providers, such as CUNY, community based organizations, labor-management partnerships, and employers.

**The Workforce Development Corporation is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.**

- Develop program management tools specific to each program, such as dashboards and reports, to capture progress, challenges, and outcomes.
- Document and communicate program progress and challenges to Director of Healthcare Training and other internal and external stakeholders.
- Track, collect, analyze, and report on training and employment outcomes against goals; communicate findings to Director of Healthcare Training on a regular basis.
- Conduct quality assurance, such as data entry cleanup and site visits, on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed.
- In close coordination with the Healthcare Training Director, integrate new program elements continuously identified through program management and evaluation, as well as by industry partner engagement, to ensure training programs are responsive to healthcare employers' labor force needs and provide viable career opportunities for trainees.
- Conduct research to help the Healthcare Training Director in setting strategy and goals for each program, as well as to inform the annual healthcare training slate.

### Required Background and Skills

- A Master's degree from an accredited college in public health or public administration with at least 1 year of related work or field experience, or a Bachelor's degree in healthcare with 3 years of relevant work experience in healthcare, not-for-profit, or workforce development
- Knowledge of the healthcare delivery system and healthcare policy, with a preference for a strong understanding of the primary and community based care setting
- Experience in planning, implementing, and managing projects involving multiple stakeholders
- The ability to work with a team of diverse professionals to achieve project milestones and goals
- Excellent organization skills, attention to detail, and the ability to drive projects to timely completion
- Strong communication and writing skills
- Outstanding analytical, problem solving, and creative thinking abilities
- Proficiency with Microsoft Office applications, including Excel, Access, Word and PowerPoint.

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### HOW TO APPLY:

To apply for this position, please email your resume and cover letter including the following subject line: **Healthcare Program Manager** to: **KDougherty@sbs.nyc.gov**

**Salary range for this position is:** \$55,000 - \$65,000

**NOTE:** Only those candidates under consideration will be contacted.

If you do not have access to email, mail your cover letter & resume to:  
 Kelly Dougherty  
 NYC Department of Small Business Services  
 110 William Street, 8<sup>th</sup> Floor  
 New York, New York 10038