



FULL TIME POSITION:

NYACH Director

Workforce Development Division

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.

The New York Alliance for Careers in Healthcare (NYACH) is an industry partnership, bringing together disparate entities of the workforce development system in order to address the healthcare industry's rapidly changing labor force needs. NYACH is an initiative of the public-private partnership between the NYC Department of Small Business Services (SBS) and the NYC Workforce Funders and is housed at the Workforce Development Corporation, a 501(c)3.

NYACH's mission is to build an effective 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.

NYACH partners with trade associations and industry groups representing the major subsectors of healthcare (hospitals, community health centers, long-term care facilities, and home care providers), 1199SEIU Training and Employment Funds, the City University of New York (CUNY), NYC SBS, and local community based organizations to meet three core objectives: 1) ensure that workforce training and education meet the needs of healthcare providers by engaging employers in the enhancement of curricula and program design; 2) support access to career opportunities for unemployed and low-income New Yorkers by incorporating adult-learner approaches, basic education, competency-based learning, case management, and internship/externship opportunities that lead to quality healthcare employment; 3) foster a more effective and coordinated healthcare workforce development system in NYC.

JOB DESCRIPTION

NYACH seeks a Director who will report directly to NYACH's Executive Director. In this role, the Director will:

- (1) Engage industry partners in the development, implementation and scaling of healthcare education and training programs that meet the labor needs of the healthcare industry, particularly with New York State's Medicaid Redesign and delivery system transformation, and provide career opportunities to thousands of New Yorkers;
- (2) Work in close partnership with City agencies that develop and administer healthcare workforce programs to ensure they're aligned with the industry's needs and that their respective constituencies are connected to NYACH's training opportunities;
- (3) Oversee NYACH's communication and industry engagement strategy, which includes: regular updates and engagement with NYACH's Partners Council; a quarterly NYACH newsletter; maintenance and updates of NYACH's website – designed to serve as a central repository for the City's intersection of healthcare and workforce development; and communication with relevant healthcare, workforce, and philanthropic stakeholders.

The ideal candidate has proven experience in building constituencies, programs, and processes, and a demonstrated passion for NYACH's mission.

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.



Key job responsibilities include:

- Inform strategy development across the industry partnership's three core objectives and with the NYACH Partners Council
- Develop systems, processes, and infrastructure to manage multiple initiatives, track outcomes, and assess efficacy of efforts
- Support industry research and labor market intelligence to inform new curriculum development and program design, inform strategy and the launch of new training initiatives, and set benchmarks across all areas of work
- Manage ongoing cultivation and needs of key stakeholders, including a diverse representation of industry leaders, program providers, funders, City government partners, community based organizations, and program participants
- Support marketing and communications efforts designed to increase awareness, build the capacity of education and training providers to understand the industry's needs, and mobilize key audiences

MANDATORY SKILLS / EXPERIENCE

- At least 5 years of healthcare industry experience, with at least two years in a senior, external-facing role
- A strong understanding of healthcare reform at the Federal and State level
- Experience with healthcare workforce development and working with educational and training providers
- Experience working with City government strongly preferred
- Demonstrated project management experience; proven ability to execute complex projects with multiple stakeholders
- Experience in planning, implementing, and managing programs from inception to completion
- Exceptional organization, communication and writing skills
- Outstanding analytical, strategic, and problem solving skills
- Ability to thrive in a high-performance environment; proven ability to work well under pressure and adapt quickly to change
- Integrity, credibility, and a demonstrated commitment to the NYACH mission
- Proficiency with Microsoft Office applications, including Excel, Access, Word and PowerPoint

QUALIFICATIONS

- A baccalaureate degree from an accredited college and 5 years of full-time paid experience acquired within the last fifteen years, of advisory or administrative experience including handling of business promotion or economic problems, at least 2 years of which must have been in a managerial or executive capacity with primary focus on business promotion or urban economic planning.

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **WF1 Customer Experience Director** to: careers@sbs.nyc.gov

ALSO APPLY:

City Employees: Apply through Employee Self Service (ESS) at www.nyc.gov/ess search for Job Title: **WF1 Customer Experience Director**

All Other Applicants: Go to www.nyc.gov/careers search by agency Small Business Services and search for Job Title: **WF1 Customer Experience Director**

Salary range for this position is commensurate with experience.

NYC RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT

NOTE: ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

If you do not have access to email, mail your cover letter & resume to:
NYC Department of Small Business Services / Human Resources Unit
110 William Street / New York, New York 10038

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