

FULL TIME POSITION:

Program Manager, Healthcare Training Workforce Development Corporation

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 WDC AND NYACH

The Workforce Development Corporation ("WDC") is a 501(c)(3) nonprofit corporation that works closely with SBS to contribute to the economic vitality of the City by promoting workforce development and job creation through public and private partnerships.

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.

An initiative of the public-private partnership between the NYC Workforce Funders and SBS, NYACH's partners are the key industry and trade associations representing the major healthcare sub-sectors of acute, primary, and long-term care, in addition to 1199SEIU Training and Employment Fund and the City University of New York. NYACH is also part of the National Fund for Workforce Solutions.

JOB DESCRIPTION

The WDC seeks a Program Manager to oversee a portfolio of NYACH-informed, healthcare training programs, which have been developed in order to meet the short- and long-term workforce needs of a growing and changing healthcare sector. The programs are designed specifically to support out of school and out of work youth, unemployed or underemployed foreign-born New Yorkers, and other targeted populations with basic education, language, and healthcare-specific occupational skills to connect to work or advance in this field. 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 new and expanded healthcare training programs, including associated bridge programming for basic education and language proficiency attainment and work-based learning opportunities, that specifically support out of school and out of work young adult, foreign-born New Yorker populations, and other targeted populations;
- Draft and manage contracts and budgets for bridge and occupational training programs across a variety of training providers, such as CUNY, CBOs, labor unions, partner agencies, and employers;
- Create marketing content and materials (for general distribution and presentation on the SBS and NYACH websites) and industry-informed assessments to support program recruitment;
- Learn from and engage community partners that provide customized services to both out of school and out of work young adults as well as foreign-born New Yorkers to support program design as well as recruitment;
- Develop program management tools specific to each program, such as dashboards and reports;
- Track, collect, and manage training and employment outcomes and record in SBS and NYACH databases;
- Drive performance and quality of programs against goals as they are implemented;

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- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed;
- Document and communicate program progress and outcomes against goals to the Healthcare Training Director and other internal and external stakeholders;
- In close coordination with the Healthcare Training Director, integrate program elements continuously identified through program management as well as by the NYACH strategy team through industry partner engagement and program evaluation to ensure training programs are responsive to healthcare employers' laborforce needs and provide viable career opportunities for trainees; and
- 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.

PREFERRED SKILLS

- Exceptional and demonstrated program or project management skills
- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision
- Proven ability to quickly identify challenges and develop and execute solutions in consensus-driven environment
- Excellent attention to detail with exceptional organizational skills
- Proven analytical, problem solving, and creative thinking abilities
- Superior communication and writing skills; ability to interface with a diversity of partners and manage high-level relationships
- Integrity, credibility, and a demonstrated commitment to NYACH's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done
- Experience and/or firm understanding of developing workforce development policy and programs, particularly for target populations such as young adults and/or foreign-born New Yorkers
- Knowledge of the healthcare delivery system and healthcare policy, with a preference for a strong understanding of the primary and community based care setting
- Proficiency in MS Word, Excel, PowerPoint, Access, Visio, and Outlook

QUALIFICATIONS

1. A master's degree from an accredited college with a major in business administration, public administration, urban planning, economics, urban affairs, marketing research, finance, or political science; or
2. A baccalaureate degree from an accredited college and one year of full-time satisfactory experience in one or more of the following:
 - a. business development, retention, expansion and relocation or assisting businesses in accessing public and private services and programs including workforce development; or
 - b. analysis of business records and documents to determine eligibility of businesses for programs and services; or
 - c. economic, market or site research and analysis for business and neighborhood development; or
 - d. facilitation and promotion of the film industry through the processing of various permits, marketing techniques and incentive programs

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line:

Program Manager to: Kdougherty@sbs.nyc.gov

ALSO APPLY:

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

WDC Program Manager, Healthcare Training

All Other Applicants: Go to www.nyc.gov/careers search for Job Title: **WDC Program Manager, Healthcare Training**

Salary is commensurate with experience.

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NOTE: Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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