

## FULL TIME POSITION:

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### Workforce Development Corporation (“WDC”) Director, 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.

**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), an initiative of the WDC, is an industry partnership that was created in 2010 through a public-private partnership. NYACH engages healthcare employers in identifying and addressing current and future healthcare workforce needs and works with education and training providers to meet those needs. With its industry partners—including the trade associations representing the major healthcare subsectors—NYACH aims to change the paradigm in workforce development by convening major stakeholders and developing innovative curriculum and training strategies that are aligned to meet employer needs and strengthen the fast changing healthcare industry in NYC.

#### **JOB DESCRIPTION**

The WDC is seeking a Director of Healthcare Training to oversee successful implementation of a large slate of healthcare training programs jointly designed, managed, and funded by SBS and NYACH. The Director will work alongside contracted partners who are charged with training program delivery as well as outreach and recruitment, candidate assessment and selection, training administration, employment services, and business engagement. The Director will also work with NYACH to evaluate the impact of the training programs against the evolving workforce training and hiring needs of the sector and support continuous realignment of the training programs to meet those needs. The successful candidate will be required to develop a broad understanding of the healthcare sector as well as training program development, strategy, and performance management. It is expected that the Director will oversee two Program Managers who will be involved in the day to day management of the training programs.

#### **ESSENTIAL RESPONSIBILITIES**

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

- Working closely with NYACH in the development of new and expanded healthcare training models and strategies that comprise an annual slate of healthcare training programs.
- Implementing an annual healthcare training slate and schedule that are responsive to the sector’s hiring and training needs.
- Overseeing the management of all contracts and budgets associated with healthcare training programs.
- Overseeing all training administrative functions, including contract development and management, fiscal management, compliance, performance management, quality assurance, and program evaluation.
- Developing and managing relationships with colleges and other contracted training providers on individual training programs and services.

- Producing, with relevant colleges and other contracted training providers, outreach and recruitment plans, candidate assessments, and business development strategies that support successful training completion and in-sector hiring or advancement.
- Coordinating with NYACH, colleges and other training providers to support employer-driven program model upgrades, such as curriculum and instructional model revisions, where needed.
- Tracking, collecting, analyzing, and communicating training program outcomes.
- Serving as a liaison between SBS, NYACH, colleges and contracted training providers, employers, and other stakeholders .
- Developing minimum standards and best practices for effective implementation of healthcare training programs and sharing with SBS' other sector-based training teams and Industry Partnerships.

## **REQUIRED EXPERIENCE AND SKILLS**

- Experience developing workforce development policy and programs,
- Experience working with employers, particularly in the healthcare sector,
- Strong understanding of the healthcare field as well as employer demand for specific occupational skills and competencies and legal requirements for licensure and certification,
- Excellent communication and interpersonal skills,
- Exceptional project management skills, with experience planning, implementing and managing projects involving diverse stakeholders,
- Strong attention to detail with excellent organizational skills and ability to effectively document issues and step-by-step activities taken to resolve issues,
- Strong ability with MS Word, Excel, PowerPoint, Visio, Project and Outlook,
- Ability to work independently and collaboratively in a team environment,
- Excellent analytical, quantitative, problem solving, and creative thinking abilities, and
- Excellent writing skills.

## **QUALIFICATION REQUIREMENTS**

- Preferred master's degree from an accredited college in business or public administration, public policy, public health, economics or a closely related field and at least three years of satisfactory full-time professional experience relevant to the work outlined above, or
- Baccalaureate degree and at least five years of professional experience. Professional experience should be in managing day-to-day operations, implementing strategic programs and meeting performance targets.

**Salary range: commensurate with experience**

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

**Director, Healthcare Training** to:

[kdougherty@sbs.nyc.gov](mailto:kdougherty@sbs.nyc.gov)

**NOTE:** ONLY THOSE CANDIDATES UNDER CONSIDERATION WILL BE CONTACTED.

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