

SUMMER INTERNSHIP:

External Relations & Special Programs Intern, 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.

Job Description:

SBS implements workforce development programs through a partner-based system. 17 Workforce1 Career Centers are operated by contracted service providers, which include nonprofit, for-profit and educational organizations. The Workforce1 Career Centers connected New Yorkers to nearly 40,000 jobs in 2013.

The External Relations and Special Programs team within the Workforce Development Division at SBS sets and achieves strategic goals with key outside organizations, including funders and oversight agencies, and manages programs that supplement the Workforce1 Career Center system.

The **Scholars at Work** program was formed in late 2009 as a partnership between SBS, the NYC Department of Education, and the New York City Workforce Investment Board. Scholars at Work serves as a bridge between students at Career and Technical Education high schools in New York City and employers in the manufacturing and transportation sectors. The **Brooklyn Tech Triangle Internship Program** is an internship program launched in June 2013 that connects New York City College of Technology college students to summer internships at technology companies based in downtown Brooklyn. The program is part of the City's broader effort to help connect New Yorkers from all boroughs to New York's burgeoning technology sector. The **IT Career Pathways** program is a two-year program that prepares high school students for IT careers by providing leadership development, career exploration, IT certifications, and internships. The External Relations & Special Programs team also manages **Employment Works**, a program that works with individuals with criminal backgrounds to prepare them for and connect them to employment, with the goals of reducing the likelihood that individuals will re-offend and creating safer communities.

Specific Responsibilities:

The External Relations and Special Programs team is looking for a highly motivated graduate summer intern to take on meaningful and significant responsibilities, which will include, but not be limited to, the following:

Internship programs: SBS intends to scale up its internship programs – both in size and in the nature of the services they provide -- to continue to help fill skills gaps faced by employers and to help high school and college students develop meaningful career paths. More specifically, SBS plans to provide more support to students after they graduate, either connecting them to and helping them stay in additional education, or helping them connect to employment opportunities. Intern responsibilities include:

- Assist with developing a plan to expand SBS' existing internship programs, taking into account key opportunities and constraints.
 - Assess the success of current programs, soliciting feedback from SBS staff, vendor staff, interns, and businesses.
 - Assess the resources – financial, SBS staff time, vendor staff time, etc. – required to operate the programs.
 - Create an inventory of existing high school and college programs that align with SBS' internship programs.
 - Identify additional services that could be provided as well as the resources necessary for expansion.

- Review program outcomes to date as well as the vision for these programs, formulate several scenarios for growing the programs, and make recommendations about the best course of action.
- Provide additional assistance to External Relations and Special Programs staff as needed.
- Assist with ongoing execution of the Brooklyn Tech Triangle Internship Program (BTTIP)
 - Assist the internship coordinator and program manager as needed, especially by conducting site visits to assess the success of summer interns' placements
 - Use information gathered at visits to identify areas for improvement and areas of success to build upon (feeds back into development of plan to expand internship programs, above)

Employment Works: Employer Works has two program locations in New York City. Each of these locations relies on referrals from partner organizations throughout the city of individuals with criminal backgrounds looking for employment. Partners include City agencies – such as the Department of Probation and the Department of Corrections – as well as a number of nonprofit organizations. SBS intends to increase the volume and quality of referrals from these partners, as they are a key program component. Intern responsibilities include:

- Develop a strategy for increasing the volume of appropriate candidates referred to the two Employment Works vendors from partner organizations.
 - Review the current processes and tools (including the data system and its reporting capabilities) used by partner organizations to communicate their referrals to Employment Works program locations.
 - Identify areas for improvement in these processes and tools, make recommendations for changes, and work with program staff to implement those changes.
- Assist in the development of a plan to connect more Employment Works customers to the job opportunities developed by SBS' network of 17 Workforce1 Career Centers throughout the five boroughs.
- Assist in the development of a plan for Employment Works vendors to help retain their customers in jobs for a longer period of time and to develop meaningful opportunities for advancing into higher-paying jobs.

Preferred Skills:

- Proven, effective analytical, written and oral communication skills
- Experience in project planning and/or program management
- Strong facility with data analysis; able to represent data visually in a simple, clear format
- Proficiency with Microsoft Office applications, including Excel, Word and PowerPoint
- Knowledge of workforce development or economic development a plus
- Coursework or experience in designing and implementing program evaluations

How to Apply:

You must be enrolled in an accredited college/university to qualify for this internship.

To apply, please email your resume and cover letter including the following subject line: WDD External Relations Intern to: careers@sbs.nyc.gov

This is a paid internship. Graduate \$16.00/Undergraduate \$12.00

NOTE: Only those candidates under consideration will be contacted.