

FULL TIME POSITION:

DIRECTOR, HEALTHCARE TRAINING WORKFORCE DEVELOPMENT CORPORATION

Agency Description:

The Department of Small Business Services (SBS) helps unlock economic potential and create economic security for all New Yorkers by connecting New Yorkers to good jobs, creating stronger businesses, and building a fairer economy in neighborhoods across the five boroughs.

Division Description:

SBS' Workforce Development Division is focused on the delivery of quality employment and training services to support equity of opportunity, that leads to economic self-sufficiency and mobility for New York City's diverse communities. The Division works with the industry partners to identify, develop, and procure high-quality training delivered directly to job seekers so they can obtain the skills needed for jobs in high demand. The Division supports businesses in NYC by offering training opportunities for new and incumbent workers and by sourcing candidates for vacant positions.

New York Alliance for Careers in Healthcare (NYACH):

The New York Alliance for Careers in Healthcare is a public-private industry partnership formed to address system-level challenges facing the local healthcare economy. Formed in 2011 as a collaboration between the NYC Workforce Funders and the NYC Department of Small Business Services, NYACH works with employers and other stakeholders in the healthcare industry to understand the future of the sector, translates that understanding for the workforce development ecosystem, and galvanizes coordinated action to prepare New York City for the healthcare economy of tomorrow.

Workforce Development Corporation Description:

The Workforce Development Corporation (WDC) is an independent not-for-profit created by the City of New York. The WDC and SBS work in partnership to jointly develop, fund, and manage workforce and training initiatives to create a skilled workforce in the city of New York.

Job Description:

The WDC is seeking a Director of Healthcare Training to oversee successful implementation of a slate of healthcare training programs. 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, connection to employment, and employer 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. The Director will oversee 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:

- Work closely with NYACH in the development of new and expanded healthcare training models and strategies that comprise an annual slate of healthcare training programs.
- Implement an annual healthcare training slate and schedule that are responsive to the sector's hiring and training needs.
- Oversee all training administrative functions, including contract development and management, budgeting, fiscal management, compliance, performance management, quality assurance, and program evaluation.
- Develop and manage relationships with training providers on individual training programs and services.

- Produce outreach and recruitment plans, candidate assessments, and business development strategies in partnership with training providers that support successful training completion and in-sector hiring or advancement.
- Coordinate with NYACH and training providers to support employer-driven program model upgrades, such as curriculum and instructional model revisions, where needed.
- Track, collect, analyze, and communicate training program outcomes.
- Serve as a liaison between SBS, NYACH, training providers, employers, and other stakeholders.
- Develop minimum standards and best practices for effective implementation of healthcare training programs and share 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, 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.

PREFERRED QUALIFICATION REQUIREMENTS

- Master's degree from an accredited college in business or public administration, public policy, public health, 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.

How to Apply:

How to Apply: To apply for this position, please email your resume and cover letter with the subject line: **DIRECTOR, HEALTHCARE TRAINING** to careers@sbs.nyc.gov and WDCFiscal@sbs.nyc.gov.

Salary: \$80,000 - \$90,000

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
1 Liberty Plaza, 11th Floor New York, New York 10006