

FULL TIME POSITION:

NYC MEN HEAL, PROGRAM DIRECTOR

WORKFORCE DEVELOPMENT CORPORATION

Agency Description:

The Office of Talent and Workforce Development (“NYC Talent”) is responsible for the City’s talent and workforce development system that benefits city residents, employers, and the economy. NYC Talent seeks new and effective ways to scale and sustain productive public/private partnerships; to develop and match talent to promising careers; to align its education, career preparation and skills training programs across City government; and to coordinate program and fiscal data across stakeholders to provide a comprehensive view of the talent system with the goal of making progress toward the citywide employment objectives laid out in Executive Order #22.

About the WDC:

The WDC is an independent 501(c)(3) not-for-profit created by the City of New York (the “City”) specifically for assisting the City in developing and funding workforce and economic development 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.

Program Description: NYC Men Heal:

NYC Men Heal is a citywide, cross-sector pilot initiative designed to strengthen New York City’s behavioral health workforce by recruiting, training, and supporting individuals pursuing graduate degrees in social work and mental health counseling, with a particular focus on improving access and persistence for Men of Color. The pilot will serve approximately 20–25 scholars and provide coordinated financial assistance, mentorship, cohort-based peer support, professional workshops, resource navigation, licensure exam preparation, internship and job placement support, and networking opportunities. Through culturally responsive and community-informed programming, NYC Men Heal seeks to reduce barriers to degree completion and licensure, expand pathways into long-term behavioral health careers, and strengthen access to care in historically underserved communities.

Job Description:

WDC seeks a **Program Director, NYC Men Heal** to lead the implementation, day-to-day operations, and continuous improvement of the NYC Men Heal pilot. The Senior Program Manager will oversee all aspects of program delivery including scholar services, mentorship, coordination support, career navigation, partner coordination, data reporting, and program performance. The ideal candidate is a seasoned workforce development professional who combines strong program management experience with behavioral health expertise, sound clinical judgment, and excellent partnership-building skills. This individual will be committed to advancing workforce equity and able to translate a multi-agency strategy into a high-quality, culturally responsive participant experience with measurable outcomes across academic achievement, licensure, internships, and employment.

Specific Responsibilities May Include the Following as well as Additional Tasks:

Program Operations

- Lead the design, launch, daily management, and ongoing refinement of NYC Men Heal, ensuring that program activities align with approved goals, timelines, budgets, and participant outcomes.
- Develop and maintain a detailed implementation plan, annual program calendar, operating procedures, participant workflows, escalation protocols, and cross-agency decision-making processes.
- Coordinate recruitment, selection, onboarding, service delivery, internship and employment activities, networking events, and post-program follow-up across the full participant journey.
- Manage program consultants, facilitation, and vendors as assigned; establish clear expectations, monitor deliverables, and provide coaching and performance feedback.

Mentorship Program Management

- Vendor management, conduct regular check-ins, monitor the quality and consistency of mentor-mentee engagement, and address concerns promptly.
- Provide mentors with practical tools, discussion guides, culturally responsive resources, and ongoing support to strengthen career navigation, professional identity, and scholar persistence.

- Establish clear professional boundaries, confidentiality expectations, and escalation procedures to support safe, ethical, and productive mentoring relationships.

Curriculum, Professional Development & Industry Engagement

- Review and work with vendors to refine and maintain a culturally responsive curriculum that introduces behavioral health career pathways and supports professional identity, academic persistence, ethics, workplace readiness, self-advocacy, licensure preparation, networking, and career advancement.
- Coordinate subject-matter experts, employers, licensed professionals, and community partners to deliver specialized content.
- Assess participant learning needs and feedback, and ensure programming complements academic instruction.
- Plan, coordinate, and execute networking events and professional development opportunities that connect NYC Men Heal Scholars with behavioral health professionals, employers, industry leaders, and other key stakeholders.

Scholar Support, Career Navigation & Workforce Outcomes

- Work closely with Career Navigators to review caseloads, individualized service plans, participation, barriers, referrals, follow-up activities, and progress toward academic and employment goals.
- Serve as a point of escalation for complex participant needs and coordinate appropriate referrals for academic, financial, wellness, legal, licensure, or other wraparound supports.
- Support the development of internship and employment pathways with behavioral health providers, hospitals, community-based organizations, schools, government agencies, and other relevant employers.
- Help scholars navigate degree completion, credentialing and licensure requirements, exam preparation, internships, job search, onboarding, and early-career retention.
- Monitor program performance using participant, operational, and outcome data; collaborate with evaluation and research partners to support data collection and participant feedback; develop regular reports on recruitment, retention, degree completion, licensure, internship placement, employment outcomes, and participant satisfaction; and recommend and implement program improvements based on data, participant feedback, and emerging best practices.

Stakeholder Engagement & Cross-Agency Coordination

- Serve as the central program liaison among HRA, the NYC Young Men's Initiative (YMI), the Mayor's Office of Community Mental Health (OCMH), academic partners, mentors, employers, and community stakeholders.
- Represent NYC Men Heal at public events, stakeholder meetings, and presentations, communicating the program's purpose, progress, challenges, and outcomes to senior leadership and external audiences.
- Maintain relationships with behavioral health employers and industry partners to expand internship, clinical placement, and employment opportunities for NYC Men Heal Scholars.

Preferred Skills:

- Current New York State licensure in good standing as a Licensed Mental Health Counselor (LMHC) or Licensed Master Social Worker (LMSW)

Strong knowledge of workforce development, behavioral health career pathways, graduate education, internships, and New York State licensure processes for social work and mental health counseling.

- Demonstrated experience designing and managing mentorship, cohort-based, or career pathway programs for historically underserved communities.
- Excellent program and project management skills, with the ability to manage multiple workstreams, partners, deadlines, and high-visibility deliverables.
- Strong facilitation, public speaking coaching, and relationship-building skills.
- Ability to apply sound professional judgment, maintain appropriate boundaries, handle sensitive participant matters, and respond calmly to complex situations.
- Proficiency in data tracking, performance management, report writing, presentations, and continuous quality improvement.

Qualifications:

- At least five years of progressively responsible experience in workforce development, program management, behavioral health, higher education, social services, or a closely related field.
- Master's degree in social work, mental health counseling, psychology, public administration, education, human services, or a related field.

- Demonstrated experience managing participant services for adult learners, staff or consultants, mentorship relationships, cross-sector partnerships, and performance-based programs.
 - Excellent written and verbal communication skills, including the ability to present data, recommendations, and program updates to senior public- and private-sector stakeholders.
 - Availability to attend occasional evening or weekend program activities, networking events, or participant sessions, as needed.
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How to Apply:

To apply for this position, please email your resume and cover letter including the following subject line: NYC Men Heal Program Director to: WDCFiscal@sbs.nyc.gov

Salary: Up to \$105,000 annually

Contract Duration: 1 year, with potential for extension contingent upon the success of the pilot. Final contract duration to be determined.

NOTE: Only those candidates under consideration will be contacted.

If you do not have access to email, mail your resume to:

NYC Department of Small Business Services

Human Resources Unit

1 Liberty Plaza New York, New York 10006