

Full-Time Position:
Senior Program Manager, Training and Accessibility
Workforce Development Corporation

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.

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

The Division of Citywide Workforce Opportunity (CWO) at SBS serves over 90,000 jobseekers and 900 employers each year through its employment and training programs. Specifically, CWO manages three dozen training programs, in such areas as tech, health care, and construction, that are offered in collaboration with higher education institutions (including the City University of New York) and non-profit training providers. CWO also oversees a network of 18 Workforce1 (WF1) career centers, operated in all five boroughs by workforce development providers under contract with SBS.

CWO serves two core constituencies through its centers and programs. One is jobseekers, most of whom have traditionally been underserved and have not had ready access to employment and training opportunities. Eligible jobseekers enroll in SBS' training programs at no cost to them and can also visit WF1 centers to take advantage of career services such as interviewing workshops or direct connections to employment opportunities across NYC. The second constituency is employers. Working with a variety of internal and external partners, CWO works to identify employers who might benefit from hiring graduates of our training programs as well as those who might benefit from targeted recruitment services offered through the WF1 centers that enable employers to find qualified candidates for a variety of positions.

Job Description

The WDC is seeking a Senior Program Manager, Training and Accessibility that will oversee the co-design, launch, implementation, and assessment of a portfolio of workforce programs for people with disabilities. Co-design is a participatory practice that involves individuals with lived experience and direct service providers in the planning and design of services, policies, and programs. Codesign is a method of sharing power through participation. As a strategy, co-design shifts the involvement of partners with lived experience from being “consultants” to key decision makers and shapers of the work. To learn more about this project NYC

Opportunity's approach to Co-Design, check out our [“Co-Designing and Delivering Inclusive Employment Programs with and for People with Disabilities” Request For Proposals \(RFP\) and Service Design Studio's medium blog](#).

These programs will be co-designed by New Yorkers with disabilities and contracted organizations to develop a model for the use of participatory practices in government service design, uncover best practices for increasing accessibility in the workforce, and address the extensive unmet needs of a frequently overlooked group. The SPM will support the contracting, onboarding and oversight of providers and a service design firm via a competitive RFP. As well as partner closely with the service design firm, providers, and community members in the co-design of the program models, then support those providers in the implementation and evaluation of those program models.

In addition to this initiative, the SPM will oversee the co-design of additional workforce training programs as needed and share learnings from the initiative with other SBS staff to support the use of accessibility and participatory co-design practices agency wide.

The position will report directly to the Executive Director, Training at the NYC Department of Small Business Services. They will work closely with members of the Training Team, Workforce1 Career Centers Team, and other colleagues within CWO and SBS. They will also work closely with and provide performance management reports to initiative funders and co-creators at the Mayor's Office for Economic Opportunity (NYC Opportunity), and advisors at the Mayor's Office for People with Disabilities (MOPD), and the Mayor's Office of Workforce and Talent Development (Talent), as well as any private funders that might support the project over time.

Specific Responsibilities:

- Help coordinate meetings, trainings, and co-design activities with community members and partner organizations.
- Assist with the contracting and onboarding process for selected service providers.

- Monitor program timelines, deliverables, and activities to ensure projects remain on schedule.
- Collect and organize program data and feedback from partners and participants and support the use of data to continually improve programs.
- Assist with writing reports, summaries, and updates for leadership, City agency partners and funders.
- Review invoices and confirm services were delivered as expected.
- Support general communication and learning efforts across the program team.
- Work closely with other SBS teams and City agency partners to align efforts.

Preferred Skills:

- Experience collecting data and developing metrics that demonstrate the impact of programs.
- Strong analytical skills and ability to understand and synthesize complex systems.
- Familiarity with contract management, budgeting, or fiscal oversight, including collaboration with partners to meet deadlines.
- Ability to take initiative, problem-solve, and prioritize tasks while balancing competing priorities.
- Demonstrates attention to detail, meets deadlines, and performs well under pressure

Minimum Qualifications:

Baccalaureate degree and 4+ years of related work experience; or master's degree and 2+ years of related work experience.

Salary

\$80,000 to \$89,000

How to Apply

To apply for this position, please email your resume and cover letter with the subject line: **Senior Program Manager, Training and Accessibility** to careers@sbs.nyc.gov and WDCFiscal@sbs.nyc.gov.

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

Workforce Development Corporation
1 Liberty Plaza, 11th Floor
New York, New York 10006

Note: Only those candidates under consideration will be contacted.

Workforce Development Corporation ("WDC") is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.