

## **FULL TIME POSITION:**

### **SENIOR PROGRAM MANAGER, HEALTHCARE TRAINING WORKFORCE DEVELOPMENT CORPORATION (“WDC”)**

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#### **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.

#### **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.

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#### **Job Description:**

The Workforce Development Division (WDD) is seeking a Senior Program Manager of Healthcare Training. The Senior Program Manager will report directly to the Director of Healthcare Training and will be responsible for a portfolio of industry informed healthcare training programs, which have been developed to meet the short- and long-term workforce needs of the growing and changing healthcare sector. In addition to meeting the labor force needs of the healthcare industry, the programs focus on providing unemployed, underemployed, and low-income New Yorkers with career opportunities.

#### **Key Essential Functions:**

- The Senior Program Manager will oversee numerous cohort-based healthcare workforce development programs through the planning, outreach, implementation, and evaluation phases of each training program.
- Build and manage relationships with a variety of internal and external stakeholders, including industry partner—New York Alliance for Careers in Healthcare (NYACH), academic institutions, and the city’s Workforce1 Career Centers to ensure program integration and success.

#### **Program Management**

- Manage the successful implementation of assigned healthcare training programs.
- Develop program management tools specific to each program, such as dashboards and reports.
- Develop, monitor, and process contracts, interagency agreements, and budgets for training programs in collaboration with SBS’ fiscal team.
- Oversee reimbursement process for training providers in collaboration with SBS fiscal team.
- Lead weekly planning and management meetings with training providers and internal and external stakeholders, throughout the duration of each program, from program design through program outcomes.
- Conduct research to help the Director of Healthcare Training set strategies and goals for each program as well as to inform the annual healthcare training slate.
- Track, manage, analyze, and report programmatic data and outcomes related to training providers’ performance, participants’ experience, and trainee employment/promotion/retention outcomes in SBS database.
- Document and communicate program progress and outcomes against goals to the Director of Healthcare Training and other internal and external stakeholders.
- Drive performance and quality of programs against implemented goals.
- Conduct quality assurance on all programs to ensure compliance with local and federal requirements, fidelity to program models, and learning acquisition and satisfaction of trainees, as needed.
- In close coordination with the Director of Healthcare Training, integrate new program elements identified through program evaluation and industry partner feedback to ensure training programs are responsive to needs of both employers and trainees.
- Document best practices of Program Managers in healthcare training that can be similarly adapted across trainings in technology, advanced manufacturing, media and entertainment, and hospitality.
- Provide guidance to Program Manager(s) on standard practices for information management, vendor management, contract and budget management.

- In coordination with and under guidance of the Director, help to onboard new Program Manager(s) on the healthcare training portfolio.
- Be senior member of the team by providing ongoing mentorship and support to Program Manager(s).

**Preferred Skills:**

- Experience in healthcare and/or demonstrable knowledge of healthcare ecosystem in NYC
- Experience with workforce development programs and policy
- Experience with educational and training institutions like City University of New York (CUNY)
- Exceptional and demonstrated program or project management skills
- Highly motivated self-starter who can take a top-line directive and turn it into an excellent work product quickly and with minimal supervision
- Excellent attention to detail with exceptional organizational skills
- Proven analytical, problem solving, and creative thinking abilities
- Superior communication and writing skills
- Ability to interface with diverse partners and manage high-level relationships
- Proficiency in Microsoft 365 (Word, Excel, PowerPoint, Teams and Outlook)

**Qualifications:**

1. A baccalaureate degree from an accredited college and two years of experience in program management and one year of healthcare.

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**How to Apply:**

To apply, **please email** your resume and cover letter including the following subject line:  
**SENIOR PROGRAM MANAGER, HEALTHCARE TRAINING** to: [careers@sbs.nyc.gov](mailto:careers@sbs.nyc.gov)

**Internal candidates** please email your resume and cover letter including the following subject line:  
**SENIOR PROGRAM MANAGER, HEALTHCARE TRAINING** to: [HRHELP2@sbs.nyc.gov](mailto:HRHELP2@sbs.nyc.gov)

**Salary: \$65,000 - \$70,000**

**NOTE:** Only those candidates under consideration will be contacted.

NYC residency is required within 90 days of appointment

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, 11<sup>th</sup> Floor  
New York, New York 10006