

FULL TIME POSITION:

PROGRAM MANAGER, HEALTHCARE TRAINING WORKFORCE DEVELOPMENT CORPORATION

Agency Description:

The New York City 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.

Workforce Development Corporation (WDC):

The WDC an independent not-for-profit created by the City of New York (the "City") specifically for the purpose of assisting the City in developing and funding workforce 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.

New York Alliance for Careers in Healthcare (NYACH):

NYACH is an industry partnership at SBS that brings together multiple stakeholders of the healthcare workforce development system in order to address the industry's rapidly changing labor force needs. NYACH was founded as an initiative of the NYC Workforce Innovation Fund, a public-private partnership between SBS and the NYC Workforce Funders, and is part of Mayor Bill de Blasio's [Career Pathways](#) strategy to ensure the workforce system provides job-relevant skills and education. NYACH's mission is to build an effective healthcare workforce development system in NYC by (1) identifying employers' needs; (2) helping education and training organizations adapt their approach to better meet those needs; and (3) ensuring low income and unemployed New Yorkers have access to viable career opportunities in healthcare.

Job Description:

The WDC seeks a Program Manager of Healthcare Training to oversee a portfolio of NYACH-informed healthcare training programs, which have been developed with industry and healthcare employer input in order 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 industry, the programs focus on providing unemployed and low-income New Yorkers with career opportunities in healthcare. This Program Manager will report directly to a Healthcare Training Program Director.

Specific Responsibilities: The Program Manager's duties may include, but will not be limited to, the following:

- Manage the successful implementation of at least four new and expanded healthcare training programs;
- Draft and manage contracts and budgets for these training programs across a variety of training providers, such as CUNY, CBOs, labor-management partnerships, and employers;
- Create marketing content and materials (for general distribution and presentation on the SBS and NYACH websites) and industry-informed trainee assessments to support program recruitment;
- Develop program management tools specific to each program, such as dashboards and reports;
- Track, collect, and manage training and employment outcomes and record in SBS and NYACH databases;
- Drive performance and quality of programs against goals as they are implemented;
- 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;
- Document and communicate program progress and outcomes against goals to the Healthcare Training Director and other internal and external stakeholders;
- In close coordination with the Healthcare Training Director, 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; and
- Conduct research to help the Healthcare Training Director set strategies and goals for each program as well as to inform the annual healthcare training slate.

Preferred Skills:

- 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
- Ability to quickly identify challenges and develop and execute solutions in consensus-driven environment
- 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
- Integrity, credibility, and a demonstrated commitment to NYACH and SBS's mission and goals
- Can-do mentality and proven willingness to pitch in with all kinds of work as needed to get the job done
- Experience and/or firm understanding of developing workforce development policy and programs
- Interest in the healthcare delivery system and healthcare policy
- Proficiency in MS Word, Excel, PowerPoint, and Outlook

Qualifications:

- Master's degree in public administration, public policy, public health, social work, or a related field; or
 - Baccalaureate degree from an accredited college and at least two years of relevant full-time experience
-

How to Apply:

To apply, **please email** your resume and cover letter including the following subject line: **Program Manager, Healthcare** to: careers@sbs.nyc.gov and aleise@sbs.nyc.gov.

Salary is commensurate with experience.

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
110 William Street
New York, New York 10038

The Department of Small Business Services and the City of New York is an equal opportunity employer. Auxiliary aids and services are available upon request to individuals with disabilities.