

**CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING
CITYWIDE VACANCY NOTICE**

Civil Service Title:	<u>Administrative Program Officer (M-I)</u>	Salary:	<u>\$115,000 - \$119,999</u>
Title Code:	<u>10084</u>	Number of Positions:	<u>1</u>
Office Title:	<u>Director, Provider Capacity Building & Training</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit:	<u>Division of Operations & Administration/Office of Human Resources</u>		

Additional Information:

The City of New York 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.

As a current or prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs.

Job Description:

With an overarching mission to eliminate ageism and ensure the dignity and quality of life of approximately 1.775 million older New Yorkers, the NYC Department for the Aging is deeply committed to helping older adults age in their homes and creating a community-care approach that reflects a model age-inclusive city.

The Office of Human Resources (OHR) is responsible for the agency's human capital administration, which includes recruitment and onboarding, civil service administration, labor relations, offboarding, training and professional development, timekeeping & payroll, employee benefit programs, performance management, employee recognition, agency-wide events, and partnering with citywide and oversight agencies to facilitate the agency's workforce management business needs.

The Provider Capacity Building and Training unit provides training to NYC Aging's service providers and build capacity to ensure they perform effectively and efficiently. The unit provides quality learning opportunities for the Department for the Aging's various community partners to help build and support their ability to ensure the dignity and quality of life of older New Yorkers. The unit offers robust interactive learning opportunities through classroom training in direct service skills, such as those in gerontology, mental health in older adults, case management and case assistance, and elder abuse. Additionally, the unit provides technical and technology skills training on topics such as program standards, benefits and entitlements for older adults, and the agency's client database system. The Unit develops and offers e-learning modules to community partners and staff of other City agencies on relevant topics pertaining to older adults and available resources.

The Office of Human Resources (OHR) seeks a highly motivated and experienced trainer to serve as Director, Provider Capacity Building and Training. Reporting directly to the Senior Director, Training & Professional Development, the Director duties and responsibilities will include but not be limited to the following:

- Work closely with the Senior Director to design classroom training, including defining course learning objectives and content based on stakeholders' learning needs, and develop training methodology to meet the needs and skills of service providers.
- Manage daily operations of the Provider Capacity Building and Training unit; supervise staff and provide guidance on complex issues as needed.
- Carryout the agency's mission to ensure collaboration across training units to identify and administer coordinated trainings to both NYC Aging employees and provider staff.
- Oversee the development of the unit's training plan based on the learning needs of providers and other stakeholders.
- Oversee the activities, direction, and priorities of the Provider Capacity Building and Training unit in conjunction with the Senior Director to ensure that the Commissioner, Chief Human Resources Officer and other executive staff's overall policies and needs are administered and implemented in training for providers and NYC Aging staff.
- Monitor and ensure that training courses (classroom, e-learning, computer-based) provided by the Provider Capacity Building and Training team are designed based on learners' needs, according to the established principles of adult learning, and current learning methodologies appropriate to the learners are utilized.

- Develop policies, procedures, and systems for more effective and efficient management of the Provider Capacity Building and Training unit's work.
- Provide strengths-based supervision, coaching and evaluation for direct reports in Provider Capacity Building and Training unit.
- Stay current and knowledgeable of new research and trends in aging, aging services and adult learning methodologies and technologies and continually apply this knowledge to improve the quality of training offered by the Provider Capacity Building and Training unit.

Minimum Qualifications:

1. Graduation from an accredited college with a baccalaureate degree and five (5) years of full-time, professional experience in social services, community relations, public administration or management, of which at least one year must have been in the field of aging, and of which at least one and one-half years must have been in an administrative or managerial capacity; or
2. Education and experience equivalent to "1" above. However, all candidates must have one year of experience in the field of aging and one and one-half years of experience in an administrative or managerial capacity.

Preferred Skills:

- At least three (3) years of experience designing and facilitating/conducting adult learning experiences (e.g., classroom training, workshops, virtual conferencing) according to the established principles of adult learning (andragogy).
- Excellent classroom facilitation skills and at least three (3) years of experience providing strengths-based supervision.
- Knowledge of and experience using employee engagement best practices.
- Excellent oral and written communication skills; and attention to detail.
- Commitment to developing and nurturing a collegial and collaborative workplace where staff are encouraged to bring their unique strengths and creativity.

NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.

TO APPLY

Please be sure to submit a resume & cover letter when applying.

All current City Employees may apply by going to Employee Self Service (ESS) <http://cityshare.nycnet/ess>

Click on Recruiting Activities/Careers and Search for Job ID #587277

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #587277

Please do not email, mail or fax your resume to DFTA directly.

55-a Program

This position is also open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the 55-a Program.

Posting Date: **November 16, 2023**

Post Until: **Filled**

JVN No. **125-24-02CW**