

Brooklyn Program Director

Background: HOPE has a 30+ year track record of transforming lives of New Yorkers through training, jobs and career advancement. We offer five training opportunities preparing New Yorkers for diverse careers as well as sector-based training in food industry and in green construction and maintenance. Our student-centered approach, employer-driven training, wide range of support services, and commitment to lifelong support yield strong results, notably a job placement rate of 75% and retention rates of 90% at 90 days and 75% at one-year.

The Position: The HOPE Program will be hiring a Program Manager who will be responsible for the day to day oversight of FOODworks & HOPEworks, which combined serve 300 individuals per year over 14 cohorts, as well as for implementing our 5 year strategic plan into our Brooklyn programs. Reporting to Chief Program Officer, this person will ensure smooth operation of the program and supervise front-line Brooklyn program staff, including Recruitment/Intake Coordinator and Career Readiness Instructors.

Responsibilities:

- As a key member of the program management team, participate in strategy and decision-making activities
- Oversee educational initiatives, maintaining fidelity to HOPE's five year strategic plan, mission, and vision
 - Develop, plan, and lead team to implement department's annual goals and objectives
 - Assign work activities and projects; and review and evaluate products
 - Supervise and evaluate direct services staff who provide student intake and recruitment; work readiness, math and literacy
 - Provide training, ongoing coaching, and constructive and timely feedback so that students are well-served
 - Assist with curriculum development and revision to ensure that program is employer-driven and student-centered
 - Facilitate and co-facilitate workshops as necessary and appropriate to develop staff, test new curriculum, and provide integrated services to students
 - Recruit, screen, select, train staff
- Develop and administer policies and procedures for students
- Monitor and train on systems to ensure that activities, services, case notes, attendance records, and related documentation are completed in a timely manner
- Coordinate department's activities with those of Employment & Graduate Service departments to ensure integrated services for students
- Develop and maintain relationships with outside agencies, including strategic training partners and referral partners. Participate in strategically chosen professional groups and committees.
- Contribute statistics, updates, and descriptions of programming for reports, briefings and proposals.
- Participate in meetings with funders and volunteers as needed
- Other duties as assigned

Qualifications:

- Masters degree (MA) in social work, rehabilitation counseling, clinical or personality psychology, or adult education or similar preferred
- A minimum of six years' progressive experience supervising professional staff, managing toward outcomes, and overseeing programs for adults who deal with issues such as addiction, homelessness, domestic violence, or previous criminal involvement

- Experience in workforce development
- Proven ability to lead a team to evaluate programs, policies, and operations and embrace innovative ways to grow and improve
- Excellent listening, synthesizing, and communication skills
- Ability to achieve results by promoting shared goals, building trust, and using data to persuade
- Passion for and experience in learner-focused teaching and/or counseling
- Perform related duties as assigned with a positive, can-do attitude
- Detail oriented, well organized and solution oriented

Salary/Benefits: Salary will be commensurate with experience and qualifications. HOPE provides a full package of benefits including: healthcare, vision and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); personal and bonus days; and 12 paid holidays.

Interested Candidates: Email cover letter, indicating what position you are applying for, where you saw listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please.

The HOPE Program is an equal opportunity employer.