Director of Brooklyn Programs

Background:
The HOPE Program is a leader among New York City job training providers, upskilling adult jobseekers (ages 18-70) for a broad range of sectors, including a focus on green construction, maintenance, infrastructure and related careers. We work with individuals facing deep structural barriers to employment, including histories with the criminal legal system, current and/or past homelessness, substance abuse disorders, low educational attainment and more. Our comprehensive approach includes classroom training, industry-recognized certifications, digital literacy and access, financial literacy and access, mental health support, case management, paid job training, and our signature “HOPE for Life” approach, which provides a vital community of support throughout the lives of HOPE graduates’ careers. With measurable outcomes among the strongest in the industry, HOPE’s impact sits at the intersection of COVID-19 recovery, racial justice, and building a more equitable future for New York City. Our work is best described in the words of our graduates, such as Enrique.

The Position:
HOPE is seeking an experienced manager to support and manage the implementation of job training programs in Brooklyn. HOPE’s Brooklyn site runs two job training programs - HOPEworks and Green & Clean HVAC. These 7 and 12 week programs, respectively, support 420+ job-seeking adults in gaining the soft skills, work-based learning, and certifications necessary for meaningful employment across sectors. The Brooklyn Program Director works closely with peer directors to integrate these programs with wellness, and other supportive services as well as to align them with programming in other HOPE sites. In addition to effectively preparing students for the job market and lifelong success, the Director is charged with refining and piloting new program models to increase the responsiveness of programming to the needs of students and employers. This includes the oversight of work readiness, digital literacy, and financial wellness for the entire organization.
This position reports to the Chief Program Officer and is located at HOPE’s Brooklyn location at 1 Smith Street in Downtown Brooklyn. This position has managerial responsibility over 8 staff (three work readiness instructors, three digital literacy instructors, a clinical admissions coordinator, as well as an administrative coordinator).

Responsibilities:

- Execute the planned Brooklyn site annual class schedules to ensure that at least 430 students can effectively participate in the HOPEworks and Green & Clean HVAC programs. This currently includes 17 cycles per year.
- Ensure instructors implement HOPE’s best-in-class soft skills curriculum and maintain fidelity to HOPE’s job training program model(s) that proves our theory of change and achieves high rates of completion and connection to employment.
- Establish criteria and a process for evaluating student learning acquisition and satisfaction against job training program standards as well as the overall effectiveness of the curriculum on employment outcomes.
- Monitor student performance and support students, particularly those with significant barriers to employment, in persisting in the job training programs by establishing clear standards and expectations for participation in programming as well as embedding comprehensive supportive services and internal and external resources alongside peer directors, including the Bronx Program Director, Director of Recruitment and Outreach, Director of Business and Employment Services, and Director of Work Wellness.
- Build sustainable relationships and effective consulting and/or referral processes with partner organizations to offer supplemental services or resources.
- Work closely with the Chief Program Officer to refine the essential skills curriculum and adopt new program model(s) to support expansion of HOPE programming and students served.
- Work closely with the Chief Program Officer and leadership to identify in-demand and employer-based training opportunities for HOPE students and graduates.
- Prepare for and participate in weekly client and monthly staff meetings as well as 1:1 supervision with the Chief Program Officer.
- Alongside the instructors, maintain accurate and current student records, including attendance, daily performance, reports for referring partners, qualitative case notes, student completion status, using student files and HOPE’s Salesforce database as per programmatic requirements and government contracts.
- Ensure that required data and deliverables are gathered and maintained for all funding partners.
• Stay current with policy and programs in the education and workforce development field.
• Work with the Facilities and Operations Manager to ensure the proper and efficient use of tech hardware and status of all Brooklyn site classrooms and spaces.

**Minimum Qualifications:**

• A minimum of three years experience in staff management, program and curriculum design, and/or teaching is required.
• A bachelor’s degree in public policy, social work, or relevant degree and/or a demonstrated interest and field experience in workforce development is preferred.
• The position also requires a mission-oriented individual with strong organizational, teamwork, and communications (both verbal and written) skills.
• HOPE looks for individuals who are enthusiastic about being part of a high-impact, growing organization.

**Salary/Benefits:** Salary is dependent upon experience. HOPE provides a full package of benefits including: healthcare and dental insurance; retirement plan; competitive vacation (plus 1/2 day Fridays during summer which is equal to 7.5 additional vacation days); and 12 paid holidays.

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

As the City of New York expands the COVID-19 Safety Requirement to employees of all contracted organizations, effective November 1, 2021, HOPE employees are required to provide one-time verification of vaccination.

**The HOPE Program is an equal opportunity employer.**

[www.thehopeprogram.org](http://www.thehopeprogram.org)