Assistant Director of Transitional Employment

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.

Position: HOPE is seeking an experienced manager to join our team as Assistant Director of Transitional Employment. The Assistant Director will support the Director of Bronx Programs in programmatic planning, contract management, staff supervision, and data analysis. The Assistant Director oversees a team of nine staff members, with five direct reports. The position reports to the Director of Bronx Programs and is based at HOPE's South Bronx location.

Responsibilities:

Programming
- Create an annual program schedule to ensure that there are at least five transitional employment classes with sufficient recruitment time.
- Provide regularly updated messaging on programs, eligibility criteria and other requirements to the Director of Recruitment and Outreach.
- Support outreach and assessment activities for accepted participants as needed.
- Identify CoolRoofs and Intervine Social Enterprise program participants as potential crew leaders and drivers
- Ensure program participants meet completion goals and provide support for placement goals.
- Regularly observe program facilitation to maintain a leadership presence and provide positive, constructive feedback as well as share best practices across staff members.
- Make sure the classrooms and field work, physical and virtual, are reflective of positive, adult-learning communities.

Contract Management
- Support the implementation of new and existing social enterprise contracts, including existing contracts like Tree Trust, Fordham Business Improvement District, and Rain Garden Maintenance grant
• Ensure that Social Enterprise revenue goals are met by monitoring contracts and adjusting as needed.
• Oversee personnel and performance management for all contracts.

Data Collection and Analysis
• Create a culture of both data collection and data analysis among the team.
• Conduct regular and annual program reviews for both Intervine and CoolRoofs with a focus on curriculum and certifications against student feedback, annual performance goals, and current and anticipated labor market needs.
• Engage in ongoing skill building for core skills required on the transitional employment team, including working with barriers to employment (with a focus on young adults and justice-involvement), curriculum development and delivery, environmental literacy, project management, staff management, etc.
• Prioritize collaboration with the employment and graduate services team for improved employment outcomes during phase 1 (during program) and phase 2 (post-program) with a focus on communication, contracting with graduates for the social enterprise, and outcomes reporting.

Staff Supervision
• Offer continuous training and oversight for staff on updates to policies for the Program Operating Guide and related resources.
• Create rigorous and quantifiable goals for staff, including 9 full and part-time staff.
• Work with evaluation to create Salesforce capacity for real-time contract administration and management, including buildings for CoolRoofs.
• Conduct regular administrative duties for programs, including data management and quality assurance, payroll management, supply purchases, inventory management, van/fleet management, etc. This includes working with the Director of Bronx Programs on an inventory system.

Professional Development
• Engage in regular conferences and workshops by field leadership.
• Identify and engage in at least two professional development opportunities per year to support personal development goals.

Minimum Qualifications:
• Strong personnel management and leadership experience with at least three years of managing a team of three or more in a performance based contract environment.
• Strong team building and management skills. Demonstrated ability to meet program enrollment and completion goals.
• Exceptional communications and interpersonal skills, the ability to build trusting, productive relationships with a wide range of partners and stakeholders.
• Problem solver, flexible and adaptable.
• Demonstrated experience soliciting customer feedback and using it to adjust programming.
• Experience in building, documenting and implementing processes.
• Strong digital skill, experience with CRM for reporting preferred.
• Enthusiasm about being part of a high-impact, growing organization.
• Associates degree and/or a 5 years of demonstrated field experience in workforce development.
**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)