

THE HOPE PROGRAM

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 Ramon.](#)

The Position

HOPE is seeking an experienced manager to join our team as Assistant Director of Transitional Employment. In HOPE’s innovative Transitional Employment model, participants receive paid on-the-job training in addition to classroom-based training to support job seeking, job retention, and career advancement. Currently, the Transitional Employment portfolio includes:

- **Intervine Training Program**, which combines training in green infrastructure, horticulture, and clean energy with paid work experience creating and maintaining green spaces
- **Intervine Social Enterprise**, which provides landscaping services to community gardens, business improvement districts, and property managers while employing Intervine program graduates
- **NYC CoolRoofs Training Program**, which offers green construction-focused training and paid work experience painting rooftops with a reflective coating to increase building energy efficiency and reduce the heat island effect in vulnerable neighborhoods

The Assistant Director oversees all aspects of day-to-day operations, including programmatic planning, contract management, staff supervision, and outcomes management. The Assistant Director oversees a team of nine staff members, with five direct reports. The position reports to the Director of Bronx Programs. This is a hybrid position and is based at HOPE's South Bronx location.

Responsibilities

Program Management

- Provide day-to-day oversight for approximately five transitional employment classes per year.
- Collaborate with the Director of Recruitment and Outreach to ensure that messaging to external partners and potential applicants is on point regarding program benefits, eligibility criteria and other requirements.
- Ensure program participants meet enrollment and completion goals, in addition to providing support for placement goals.
- Review program outcomes and innovate new ideas to enhance program delivery based on student feedback, annual performance goals, and current and anticipated labor market needs.
- 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.

Social Enterprise Contract Management

- Support the implementation of new and existing social enterprise contracts in landscaping and horticulture.
- Ensure that Social Enterprise revenue goals are met by monitoring contracts and adjusting as needed. Secure additional contracts as needed.

Staff Supervision

- Offer continuous training and oversight for staff to ensure excellence in program delivery
- Create rigorous and quantifiable goals for staff, including 9 full and part-time staff.
- Conduct regular administrative duties for programs, including data management and quality assurance, payroll management, supply purchases, inventory management, van/fleet management, etc.

Minimum Qualifications

- At least three years of managing a team of three or more in a performance based contract environment.
- Demonstrated ability to meet program enrollment and completion goals.
- Clear verbal and written communication. Interpersonal skills in which there is an ability to build trusting, productive relationships with a wide range of partners and stakeholders.
- Solution-oriented, flexible, and adaptable.
- Experience in building, documenting and implementing processes.
- Strong digital skill, experience with CRM for reporting preferred.
- Associate degree and/or a 5 years of demonstrated field experience in workforce development or a related field.

Salary/Benefits

Salary is dependent upon experience. HOPE provides a full package of benefits including healthcare and dental insurance, retirement plan, competitive vacation (plus half-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 the listing, and resume to hr@thehopeprogram.org. Resumes unaccompanied by a cover letter will not be reviewed. No telephone calls, please

Effective November 1, 2021, HOPE employees are required to provide one-time verification of vaccination against COVID-19. HOPE follows a hybrid work model, with employees reporting to the office at least twice weekly,

The HOPE Program is an equal opportunity employer.

WWW.THEHOPEPROGRAM.ORG

