

on-ramps

Position Specification

POSITION:	Director of Programs, NYC
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LOCATION:	New York City
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ABOUT THE COMPANY:	<p>CFY is a national education non-profit that helps students in low-income communities, together with their teachers and families, harness the power of digital learning to improve educational outcomes.</p>
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CFY pursues this mission through the combination of its groundbreaking K-12 learning platform, [PowerMyLearning.com](https://www.powermylearning.com), and its on-the-ground direct service initiative, the [CFY Digital Learning Program](#). PowerMyLearning makes best-in-class digital learning activities easily accessible and usable to meet the full range of K-12 learning needs. It is an integral part of CFY's Digital Learning Program which is conducted in partnership with low-income public schools to increase home technology access, extend learning beyond the classroom, and deeply engage parents in the learning process. The program provides training for teachers, students and their parents along with a free broadband-ready home computer loaded with educational software and 24x7 bilingual help desk support.

To date, CFY has served more than 40,000 families from 100 schools nationwide and has demonstrated significant impact on student achievement, student engagement, parental confidence, and broadband adoption. To extend the impact of its work even further, CFY operates an [Affiliate Network](#) of over 30 organizations in more than 20 states and the District of Columbia.

CFY-NYC Overall Objectives

- Serve close to 9,000 families in 75 partner middle schools by providing free home learning centers, training, and bi-lingual help desk support.
- Serve close to 1,600 families in 43 partner transfer high schools by providing free laptops, training, and bi-lingual help desk support.

- Provide professional development for partner teachers at each of our partner schools.
- Cultivate CFY advocates at our partner schools and with our partner organizations by providing excellent customer service and high quality programming.
- Maintain a positive team environment that values staff, where all staff performs with excellence at their highest potential.

ABOUT THE POSITION:

The **Director of Programs** is responsible for ensuring successful implementation of the Connected Learning program and Connected Foundations program while overseeing CFY's family engagement component which is vital to both programs. NYC Connected Learning initiative is funded through the U. S. Department of Commerce's Broadband Technology Opportunities Program. The initiative, which involves several nonprofit partners, serves close to 9,000 families and is overseen by the NYC Department of Information Technology and Telecommunications (DoITT), in partnership with the NYC Department of Education (DOE), and aims to achieve the dual objectives of increasing family adoption of broadband and enhancing students' educational outcomes.

NYC Connected Foundations, a program created by the NYC DOE, in conjunction with DoITT, provides over-age, under-credited students at 43 of the City's public high schools with access to free computers, broadband subsidies, and comprehensive digital literacy training. Through a new, credit-bearing "Connected Foundations" course aimed at facilitating sustainable adoption of broadband, the program will also aid these students in the transition to a post-secondary pathway.

This position manages the *Senior Program Manager, Connected Foundations*; *Senior Manager, Family Engagement & Staffing*, who manage 100+ part-time staff; and two *Lead Program Managers*, who jointly manage 13 full-time staff. This position reports to the Managing Director, NYC.

Note: During the school year, this position is primarily a Tuesday-Saturday position with exceptions on most holiday weekends.

KEY RESPONSIBILITIES

Manage the Connected Learning Program- 70%

- Support and direct the *Lead Program Managers* in their implementation of the Connected Learning program
- Provide ongoing feedback to the National Product team regarding all Digital Learning Program implementation issues
- Liaise with the NYC Department of Education on policy matters as they relate to the Connected Learning program
- In conjunction with the *Managing Director*, create strategic direction for the program
- Report pertinent program data to internal and external partners
- Cull program data to suggest course corrections, professional development requirements for staff, and strategic suggestions
- Plan with *Senior Logistics Manager* and *Senior Manager of Family Engagement & Staffing* to target and solve program implementation issues and future evolution of processes
- Attend Family Learning Workshops to ensure strong relationships between CFY and partner schools, quality of program team's implementation and provide encouragement and support to program team

Oversee the Connected Foundations Program- 10%

- Manage relationships with NYC Department of Education
- In conjunction with the *Managing Director* and *Senior Manager of Connected Foundations*, create strategic direction for the program
- Support the Senior Manager's implementation of the program

Oversee Family Engagement & Staffing- 10%

- In conjunction with the *Managing Director* and *Senior*

Manager of Family Engagement & Staffing, create strategic direction for the program

- Support the *Senior Manager of Family Engagement & Staffing* in her work towards improving family engagement across all CFY programs

General Responsibilities- 10%

- Manage individual team members' performance: ensure training and coaching necessary to perform basic job duties, hold bi-weekly meetings with team members to support their performance, perform annual performance reviews, and maintain documentation as per CFY standards
- Manage up, by being proactive and keeping manager informed of changing priorities
- Understand and communicate the mission to staff, clients, donors, and other stakeholders

CANDIDATE

QUALIFICATIONS:

Required:

- Passion for CFY's mission
- Bachelor's degree
- At least five years of experience in program management
- At least three years of experience in directly managing full-time staff
- At least two years of experience in managing a team of at least eight staff
- Experience managing external partnerships
- Proven project management skills
- Proven leadership and personnel management experience
- Strong written and oral communication skills
- Proven organizational and problem-solving skills
- Strong relationship or "people skills"
- Demonstrated ability to work independently and with minimal oversight
- Capacity to thrive under pressure while working on multiple tasks and projects
- Ability to set priorities for self, team and peers, and adjust when priorities change
- Proficient using all Microsoft Office applications including Word, Excel, and Outlook

Preferred:

- Master's degree
- Experience working with NYC's Department of Education
- One or more of the following:
 - Experience working with public schools and/or districts.
 - Experience working with low-income communities

COMPENSATION: Compensation will be highly competitive and commensurate with experience. CFY also offers a generous benefits package.

QUALIFIED INDIVIDUALS,
PLEASE APPLY: <http://www.on-ramps.com/jobs/673>
Applications will be reviewed on a rolling basis.

CFY is an Equal Opportunity Employer.
