

CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING

CITYWIDE VACANCY NOTICE

Civil Service Title:	<u>Program Officer I (Per-Diem)</u>	Salary:	<u>\$36.16* Hourly * - (Non-City minimum)</u> <u>\$41.58 Hourly** - (City minimum)</u>
Title Code:	<u>51454</u>	Number of Positions:	<u>1</u>
Office Title:	<u>Program Officer</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit:	<u>Bureau of Social Services/Office of Elder Justice</u>		

Additional Information:

In order to be considered for the position candidates must be a current City Employee and be serving permanently in the title of Program Officer or have taken the most recent Program Officer civil service exam and be reachable for appointment from the resulting list.

This Per Diem position is full-time (35 hours per week) and is paid an hourly rate. Per Diem employees who work 35 hours/week receive health and dental benefits. Leave accrual rates for annual leave and sick leave is based on hours worked. Paid holidays will commence after 18 months of full-time employment.

The City of New York is an inclusive equal opportunity employer committed to recruiting and retaining a diverse workforce and providing a work environment that is free from discrimination and harassment based upon any legally protected status or protected characteristic, including but not limited to an individual's sex, race, color, ethnicity, national origin, age, religion, disability, sexual orientation, veteran status, gender identity, or pregnancy.

As a prospective employee of the City of New York, you may be eligible for federal loan forgiveness programs and state repayment assistance programs.

Job Description:

The NYC Department for the Aging (NYC Aging) promotes and supports inclusive, safe, affordable, healthy aging. NYC Aging remains steadfast in its role and responsibility to preserve the dignity and quality of life for approximately 1.8 million diverse older New Yorkers by eliminating food insecurity, providing access to affordable, stable housing, enhancing access to quality healthcare services and protecting older New Yorkers from harm and abuse with the ultimate goal of a more age-friendly city in which older adults can age gracefully with respect.

The Office of Elder Justice oversees a network of contracted community-based providers serving older adults impacted by elder abuse.

The Bureau of Social Services/Office of Elder justice seeks a highly motivated individual to serve as a Program Officer Under the supervision of the Senior Director of Elder Justice. With latitude for independent judgment and initiative and in close collaboration with NYC Aging’s Elder Abuse Coordinator, the Program Officer will contribute to the monitoring and oversight of NYC Aging’s Elder Justice contracts and contracted providers. Essential to this role is the ability to partner with community programs and support their efforts in delivering quality services to older adults. In addition, knowledge of elder abuse services, good communication skills, attention to detail and enthusiasm to work with older adults and the programs they oversee is crucial.

Responsibilities and duties of the Program Officer include:

- Monitor and evaluate program utilization, timeliness of service delivery, and contract compliance through site visits, record reviews, and ongoing performance tracking; identify areas of strength and weakness and develop recommendations for improvement.
- Communicate monitoring and assessment findings to contracted providers and follow up to ensure timely resolution and sustained compliance; manage all corrective action plans in partnership with NYC Aging’s Elder Abuse Coordinator.
- Review program budgets with contracted providers in accordance with NYC Aging's established policies, procedures, budgetary constraints, and social service priorities.
- Provide technical assistance to contracted providers on program and contract requirements, agency policy, and NYC Aging's electronic client management system, VIVÉ, to ensure proper documentation and compliance practices.
- Lead data validation and quality assurance efforts to ensure the accuracy and integrity of Elder Justice program data; conduct ongoing analyses to surface trends, gaps, and opportunities for program improvement.
- Prepare data summaries, performance reports, and briefing materials to support internal leadership reporting and decision-making.
- Support the build-out of dashboards and reporting infrastructure in VIVÉ to enable real-time program monitoring and compliance tracking; ensure data outputs meet program reporting needs and are integrated into ongoing oversight functions.
- Gather and analyze data for the preparation of plans, reports, and proposals in coordination with staff across Department bureaus and units.
- Maintain accurate and organized program records, documentation systems, and audit trails in accordance with agency policies and retention requirements.
- Lead policy and process management efforts, including creating and maintaining internal documentation to ensure consistency and alignment in contract and service oversight practices.
- Coordinate program meetings in response to program needs, inquiries, and other activities that support effective implementation of services.
- Collaborate with NYC Aging’s Elder Abuse Coordinator on shared oversight functions; engage externally with community organizations and agencies as needed on compliance and data-related matters.
- Support planning efforts related to new and additional program resources and assist with related implementation activities as needed.
- Participate in special projects as assigned.

***Non-City rate (Non-City candidates & candidates with less than 2 years of City Service)**
****City incumbent rate (Candidates with 2 or more active years of City Service)**

Minimum Qualifications: 1. A baccalaureate degree from an accredited college or university and three years of full-time satisfactory professional experience in social services, community relations, public administration or management, contract management, or social research and/or planning, or 2. Education and/or experience that is equivalent to "1" above. Experience as described in "1" above may be substituted for education on a year-for year basis. However, all candidates must: (a) have one year of experience as described in "1" above and (b) possess a four-year high school diploma or its educational equivalent.		
Preferred Skills: • Experience and knowledge of Elder Abuse, Domestic Violence and/or Aging services. • Experience with contract management, program oversight, and providing technical assistance and capacity-building support to community-based organizations. • Proficiency in data analysis and reporting with strong documentation skills. • Highly organized with strong written and verbal communication skills and a demonstrated ability to manage multiple competing priorities.		
NOTE: NEW YORK CITY RESIDENCY IS REQUIRED WITHIN 90 DAYS OF APPOINTMENT.		
55-a Program This position is also open to qualified persons with a disability who are eligible for the 55-a Program. Please indicate at the top of your resume and cover letter that you would like to be considered for the position through the 55-a Program.		
<u>TO APPLY</u> Please be sure to submit a resume & cover letter when applying. All current City Employees may apply by going to Employee Self Service (ESS) http://cityshare.nycnet/ess Click on Recruiting Activities/Careers and Search for Job ID #783297 All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #783297 Please do not email, mail or fax your resume to NYC Aging directly.		
Posting Date:	October 15, 2026	Post Until: Filled JVN No. 125-27-23 CW