

**CITY OF NEW YORK  
NEW YORK CITY DEPARTMENT FOR THE AGING  
CITYWIDE VACANCY NOTICE**

<b>Civil Service Title:</b> <u>Director of Administration (M-V)</u>	<b>Salary:</b> <u>\$190,000 - \$200,000 Per Annum</u>
<b>Title Code:</b> <u>95016</u>	<b>Number of Positions:</b> <u>1</u>
<b>Office Title:</b> <u>Chief Quality Officer</u>	<b>Work Location:</b> <u>2 Lafayette Street, NYC</u>
<b>Division/Work Unit:</b> <u>Office of the Commissioner</u>	

**Job Description:**  
 With an overarching mission to eliminate ageism and ensure the dignity and quality of life of approximately 1.8 million older New Yorkers, the NYC Department for the Aging is deeply committed to helping older adults age in their homes and creating a community-care approach that reflects a model age-inclusive city.

NYC Aging seeks a dynamic, strategic, and results-driven individual to serve as Chief Quality Officer. This position is to ensure that our agency can continually improve the efficiency of services being offered to New York City older adults. The selected candidate will serve as a cabinet member and trusted advisor to the Commissioner in delivering consistent and reliable outcomes, managing risk and compliance obligations; and driving long-term value through operational excellence. Reporting to the Commissioner, the Chief Quality Officer’s key responsibility is to ensure quality is proactive, measurable, and aligned with agency goals. Duties and responsibilities will include but not be limited to the following:

**Establish Quality Management Systems:**

- Provide leadership in establishing and maintaining a robust quality management framework. This framework will clarify the processes to ascertain achievable targets, measurement tools, evaluation methods and performance improvement across the agency. This includes policies, procedures, documentation, and performance metrics that support consistency and accountability.
- Establish and maintain a robust quality management framework across the agency.
- Collaborate with senior leadership and teams to embed quality standards into daily operations.
- Promote a culture of accountability, transparency, and continuous improvement throughout the agency.

**Drive Process Improvement Initiatives:**

- Analyze workflows, identify and reduce inefficiencies to assist the delivery of enhanced client outcomes. This work will include cross-functional collaboration to support data-driven decision-making throughout the agency.
- Develop and oversee measurement tools, evaluation methods, and reporting mechanisms to assess program effectiveness.
- Establish and monitor performance indicators to track process improvements and outcomes.
- Leverage data and performance metrics to inform decision-making and assess the impact of process improvements.

**Ensure Regulatory and Compliance Leadership:**

- Assist senior leadership in audits, inspections, and external reviews by staying informed of evolving regulations to ensure that the agency adapts proactively.
- Assist in corrective action plans where applicable, including tracking and monitoring of items for completion.
- Lead and support agency efforts to maintain compliance with all applicable regulatory and oversight requirements.
- Monitor and interpret evolving regulations to ensure timely communication and implementation across the agency.

**Serve as a Quality Advisor to Senior Leadership:**

- Serve as a trusted advisor to the Commissioner and Cabinet.
- Translate quality metrics into strategic insights.
- Assess current organizational performance, potential quality risks and opportunities for improvement across the agency.

**Build a Culture of Quality:**

- Provide leadership to support the transformation of organizational culture to promote shared accountability, clear expectations and a sense of individual and collective responsibility for quality outcomes.
- Lead initiatives that promote a culture of quality, accountability, collaboration and continuous improvement throughout the agency.
- Establish and communicate clear expectations for individual and team performance related to quality outcomes.

**Minimum Qualifications:**

1. A baccalaureate degree from an accredited college and four years of satisfactory, full-time experience directing a large organizational segment or directing and controlling several small organizational segments, or performing a combination of these duties, of which at least 18 months shall have been in an administrative, managerial or executive capacity, or in supervision of professional personnel working in any of the above-mentioned areas; or
2. Education and/or experience equivalent to "1" above. However, all candidates must possess the 18 months of administrative, managerial, executive, or supervisory experience as described in "1" above.

**Preferred Skills:**

- Master’s degree with at least five years of experience leading quality programs.
- Strong strategic thinking and ability to interpret data.
- Experience in risk management, compliance, and regulatory oversight.
- Excellent analytical and problem-solving skills focused on operational efficiency.
- Excellent written and verbal communication skills.
- Ability to foster a culture of accountability, collaboration, transparency, and high performance.

**NOTE: NEW YORK CITY RESIDENCY IS REQUIRED FOR THIS POSITION**

**TO APPLY**

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 #777403

All other applicants, please go to [www.nyc.gov/careers/](http://www.nyc.gov/careers/) search and search for Job ID#777403  
Please do not email, mail or fax your resume to NYC Aging directly.

Posting Date: <b>April 13, 2026</b>	Post Until: <b>Filled</b>	JVN No. <b>125-26-27 CW</b>
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