

**CITY OF NEW YORK  
NEW YORK CITY DEPARTMENT FOR THE AGING**

**CITYWIDE VACANCY NOTICE**

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|----------------------|--|----------------------|-------------------------------------|
| Civil Service Title: | <u>Administrative Director of Social Services (NM)</u> | Salary:              | <u>\$68,214 - \$95,000 Annually</u> |
| Title Code:          | <u>1005C</u>   | Number of Positions: | <u>1</u>                            |
| Office Title:        | <u>Community Outreach Manager</u>                      | Work Location:       | <u>2 Lafayette Street, NYC</u>      |
| Division/Work Unit:  | <u>Bureau of Social Services/Caregiver Support</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 Administrative Director Social Services or have taken the most recent Administrative Director Social Services exam and be reachable for appointment from the resulting list.**

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

**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.

The Caregiver support unit oversees the caregiver support services and social adult day service programs. The unit's role is to provide technical assistance, contract oversight, educate and raise awareness on caregiver related issues. Ensure all contracted providers meet their contracted deliverables and offer quality service to caregivers and older adults to ensure they can continue to live safely at home.

Under the supervision of the Caregiver Support Unit Director but with latitude for independent judgment and initiative, the Outreach Manager will reach out in a coordinated way to under-served communities and isolated and difficult to reach caregivers in need of services and support. Caregivers often do not identify as a caregiver so one of the goals of outreach is to be able to directly convey and educate caregivers that what they are doing is caregiving and educate on them on available resources.

The Outreach Manager supports quality programming that adheres to program standards by performing on going education, community engagement and collaboration through outreach efforts. Collaboration with community organizations, hospitals, local clinics, medical centers and faith based organizations will be established to strengthen the relationship between NYC Aging caregiver program providers and these community organizations.

- Develop and deliver outreach presentations and materials to support caregiver programs.
- Establish and maintain liaison relationships with community groups, public and private agencies, and officials to improve service coordination; initiate and strengthen ongoing referral linkages.
- Apply project management skills to develop and track a comprehensive community outreach plan in collaboration with contracted caregiver programs and internal NYC Aging bureaus and units.
- Gather and analyze data to support the preparation of outreach plans, reports, and proposals in coordination with staff from other Department bureaus and units.
- Coordinate program meetings to address outreach needs in underutilized communities across New York City.
- Promote the planning and implementation of new and expanded resources to support program goals.
- Supervise the Community Coordinator who supports outreach efforts.
- Participate in special projects, RFP reviews, and other caregiver awareness initiatives as assigned by the unit.

**Minimum Qualifications:**

1. A baccalaureate degree from an accredited college or university and four years of progressively responsible experience, in a large governmental agency, business firm, civic or community organization operating in the area of social services, including one year at the administrative or managerial level; or

2. Education and/or experience equivalent to "1" above. Graduate education or a license may substitute for up to a maximum of three years of experience in the area of social services, but not for the one year of experience at the administrative or managerial level as described in "1" above, as follows:

(A) A master’s degree from an accredited college or university in accounting, business, child welfare, counseling, economics, education, finance, human resources, labor relations, management, management science, nursing, operations research, organizational behavior, personnel or public administration, political science, psychology, sociology, social work, statistics, and/or urban studies may substitute for two years of experience; and/or

(B) Graduate education beyond the baccalaureate degree may be substituted at the rate of 30 semester credits from an accredited college or university in the area(s) listed in “2(A)” above for each year of experience up to a maximum of three years; or

(C) A valid New York State Registration as a Licensed Clinical Social Worker (LCSW) or Licensed Master of Social Work (LMSW) may substitute for three years of experience. However, all candidates must have a baccalaureate degree from an accredited college and one year of experience at the administrative or management level as described in "1" above.

**Preferred Skills:**

- Demonstrated ability to manage multiple complex projects to completion, preferably in a government or community based service setting.
- Excellent organizational skills with ability to take initiative, problem solve, prioritize duties and work independently in a fast paced and team environment.
- Experience in conducting community outreach and engagement.
- Excellent verbal and written communication skills.
- Experience working in a multi-disciplinary environment.
- Capacity to work both independently and as part of a team.
- Master's degree or higher in social services related field.
- Bilingual (Spanish, Mandarin or Cantonese).
- Proficient in Microsoft Excel, Word, Powerpoint, and ability to use technology.

**NOTE: NEW YORK CITY RESIDENCY IS NOT REQUIRED FOR THIS POSITION.**

**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.

**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 #761864**

**All other applicants, please go to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search) and search for Job ID #761864**

**Please do not email, mail or fax your resume to NYC Aging directly.**

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| Posting Date: <b>June 12, 2026</b> | Post Until: <b>Filled</b> | JVN No. <b>125-26-35 CW</b> |
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