

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

CITYWIDE VACANCY NOTICE

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>Deputy Director, Outreach & Services</u>	Work Location:	<u>2 Lafayette Street, NYC</u>
Division/Work Unit:	<u>Bureau of Social Services/Home Based Services</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 Home Based Unit oversees case management, home care and friendly visiting programs. The unit's role is to provide technical assistance and contract oversight to ensure that older adults can continue to live safely at home by receiving quality services.

The Deputy Director under the supervision of the Senior Director but with latitude for independent judgment and initiative will reach out in a coordinated way to under-served communities and isolated and difficult to reach older adults in need of services and support. Older adults are often unaware of existing services that can enable them to continue living at home and in their community safely with home-based services. In addition, the Deputy Director will enhance and promote best practice among our home-based service providers to ensure that older adults receive quality care. Responsibilities include but are not limited to the following:

- Lead coordinated outreach strategies targeting under-served, isolated, and hard-to-reach older adults to connect them with home-based services and support.
- Strengthen and promote best practices across home-based service providers to ensure high-quality, standards-aligned care for older adults with complex needs.
- Build and maintain collaborative relationships with hospitals, clinics, faith-based groups, community organizations, and NYC Aging program units to enhance referrals and service coordination.
- Represent NYC Aging at community events, conduct ongoing outreach and education, and support recruitment of volunteers for friendly visiting programs.
- Oversee distribution of promotional materials and other outreach resources as needed.
- Guide providers in optimizing operations, workflows, and internal protocols through targeted technical assistance, site visits, and one-on-one coaching.
- Develop and maintain a centralized library/database of best practices to support real-time learning and staff development across provider networks.
- Coordinate closely with Program Officers to ensure consistent, up-to-date guidance and technical assistance is delivered to all providers.
- Respond to unmet needs in underutilized communities and expand access to home-based services where gaps exist.
- Serve as liaison between case management, home care, friendly visiting providers, and other NYC Aging units to strengthen collaboration and referral pathways.

- Manage and track incoming requests for case management and friendly visiting program referrals.
- Contribute to planning and implementation of new resources, special initiatives, and program enhancements across the division.
- Participate in RFP reviews, special projects, and agency-wide initiatives aligned with case management, home care, and friendly visiting services.
- Exercise independent judgment while supporting the Senior Director in advancing strategic outreach, quality improvement, and provider performance efforts.

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 #761870

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #761870

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

Posting Date: June 12, 2026	Post Until: Filled	JVN No. 125-26-36 CW
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