

CITY OF NEW YORK
NEW YORK CITY DEPARTMENT FOR THE AGING

CITYWIDE VACANCY NOTICE

Civil Service Title:	Program Officer I	Salary:	\$66,059* - (Non-City minimum) \$75,968** - (City minimum)
Title Code:	51454	Number of Positions:	1
Office Title:	Program Officer	Work Location:	2 Lafayette Street, NYC
Division/Work Unit:	Bureau of Social Services/Caregiver Support		

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.

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:

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 contracts with caregiver organizations. These organizations support caregivers by providing information on long term care topics and resources; assisting with accessing benefits and entitlements; offering individual counseling, support groups and care-related training; linking caregivers with in-home, congregate, and overnight respite care; and offering supplemental support services. The Caregiver services unit also oversee the discretionary funded Social Adult Day programs which serve a vulnerable population of older adults and support their caregivers by providing a source of Respite.

The Bureau of Social Services oversees programs that enrich the lives of older adults, expand individuals’ capacity to remain in the community, cultivate resilience, and support older New Yorker's ability to flourish in their daily lives. Through contract oversight and program development and implementation, the bureau serves clients with complex needs that are not met by traditional social services through: Caregiver Supports, Home Based, Elder Justice and Mental Health Initiatives New York City is home to an estimated 900,000 to 1.3 million caregivers. Caregiver programs support older New Yorkers and their caregivers as well as kinship caregivers in accessing information and referral, long-term care planning, support groups, counseling, training, respite care and other assistance through our network of community-based providers. Social Adult Day programs support older adults who require assistance with activities of daily living by providing socialization, supervision, personal care and nutrition.

The Program Officer will work within the Caregiver Support Unit which includes the Caregiver and Social Adult Day Programs. Under the supervision of the Coordinator of Caregiver Supports but with latitude for independent judgment and initiative. The Program Officer will oversee contracts for Caregiver and Social Adult Day programs. Essential to this role is an ability to partner with community programs and support their efforts in delivering quality services to older adults and their caregivers displaying good communication skills, attention to detail and enthusiasm to work with older adults and their caregivers and the programs they serve is crucial.

The duties and responsibilities will include but not be limited to:

- Support community programs through negotiating and reviewing program budgets with contractors, providing oversight.
- Provided technical assistance and conducted analysis in accordance with NYC Department for the Aging established policies, procedures, budgetary constraints, and social service priorities.
- Conduct annual program assessments through site visits and case record reviews to evaluate compliance with program standards and quality requirements.
- Share assessment findings with program staff and identified areas for improvement to support program effectiveness and compliance.
- Provide follow-up support and technical assistance to strengthen program performance and ensure ongoing adherence to program standards.
- Act as a liaison with community groups, public and private agencies, and officials to improve coordination and awareness of services and solicit community involvement in planning and approach.
- Gather and analyze data for preparation of plans, reports and/or proposals in conjunction with staff from other Department bureaus and units, coordinates program meetings, and supports the success of the program's implementation of services.
- Participate in special projects and during the temporary absence of the supervisor, perform the duties of that individual.

***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: • 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. • Capacity to work both independently and as part of a team. • Master's degree or higher in social services related field above. • Proficient in Microsoft Office (MS Excel, MS Word). • Bilingual (Mandarin, Cantonese, Spanish, Russian.) preferred. 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 #780990 All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #780990 Please do not email, mail or fax your resume to NYC Aging directly.		
Posting Date:	July 09, 2026	Post Until: Filled JVN No. 125-27-02 CW