

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

CITYWIDE VACANCY NOTICE

Civil Service Title: Administrative Program Officer M-I Salary: \$85,000 * - (Non-City minimum)
\$90,000 ** - (City minimum)

Title Code: 10084 Number of Positions: 1

Office Title: Administrator of Contract Management Work Location: 2 Lafayette Street, NYC

Division/Work Unit: Bureau of Social Services/Home Based Services

Additional Information:

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 1.775 million older New Yorkers, the New York City Department for the Aging (NYC 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.

New York City is home to approximately 1.64 million older adults, and the Department for the Aging (NYC Aging) is committed to helping them age in their homes and communities. The mission of NYC Aging is to eliminate ageism and ensure the dignity and quality of life of diverse older adults. NYC Aging also works to support caregivers through service, advocacy, and education. The staff will work within the Home Based Services Unit which includes the Case Management, Home Care, and Friendly Visiting Programs and the Caregiver Support Unit, which includes Caregiver and SADS programs.

The Department for the Aging (NYC Aging), through its Bureau of Social Services (BSS), is seeking a professional with experience in contract oversight, provision of social services, and analytical skills. Under administrative direction, with latitude for independent action and judgment, the Administrator of Contract Management will:

- Perform central coordination role across the Bureau of Social Services portfolio to develop, modify and standardize assessment tools and processes across program areas on an annual basis to ensure that the assessment process is fair, clear and consistent and reflective of program and agency-wide standards. Additionally tools must incorporate performance metrics and other NYC Aging goals and objectives.
- Create and maintain Online program tools to reflect program standards based on NYC Aging goals and objectives and be in line with current New York State Office for the Aging (NYSOFA) service regulations.
- Perform analysis of the performance metrics and program assessment results to identify compliance patterns, emerging risks and opportunities for continuous quality improvement.
- Ensure timely submission of vendor performance evaluations in the city's system of record, the Procurement and Sourcing Solutions Portal (PASSPort) annually.
- Develop consistent technical assistance practices and contract administration protocols, workflows and guidance for contract management staff.
- Oversee the Bureau's settlement and grievance process to ensure that client rights are protected.
- Oversee the Bureau's response to emergencies and coordinate with other Department Bureaus.
- Manage, coordinate and track the roll-out of new and innovative projects that involve our Bureau's contractors.
- Liaise with the Department's Training and Capacity building unit to communicate training needs, and partner in the development and ongoing provision of trainings for staff.
- Provide back up to NYC Aging's Program Officers by performing program assessments and meeting with providers.

Minimum Qualifications:

1. Graduation from an accredited college with a baccalaureate degree and five (5) years of full-time, professional experience in social services, community relations, public administration or management, of which at least one year must have been in the field of aging, and of which at least one and one-half years must have been in an administrative or managerial capacity; or
2. Education and experience equivalent to "1" above. However, all candidates must have one year of experience in the field of aging and one and one-half years of experience in an administrative or managerial capacity.

Preferred Skills:

- The preferred candidate needs to be able to take initiative and work collaboratively and independently.
- Experience in contract management and working with community partners a plus.
- Experience in developing creative solutions to problems.
- Excellent project management skills, verbal and writing skills, and time management skills preferred.
- Strong analytical skills and ability to communicate clearly and succinctly a plus.
- Proficient in Microsoft Word, Excel and PowerPoint with the ability to use the latest technology.

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.

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 #624666

All other applicants, please go to www.nyc.gov/careers/search and search for Job ID #624666

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

Posting Date: March 18, 2024	Post Until: Filled	JVN No. 125-24-44 CW
-------------------------------------	---------------------------	-----------------------------