

Associate Executive Director, Older Adult Services

Queens Community House



Summary of the Position

Queens Community House (QCH), one of the borough's premier social service organizations, is seeking an Associate Executive Director (AED) for Older Adult Services. As a key member of the QCH Executive Team, the AED will lead and shape the vision and strategy for the Older Adult Services division. The AED will also play a significant role in the overall strategic leadership of a multi-site, multi-service settlement house.

QCH serves racially and economically diverse neighborhoods in Queens and strongly encourages applications from people of color and individuals with diverse identities. QCH is an equal opportunity employer committed to providing equal employment opportunities to all employees and applicants without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or veteran status, in compliance with federal, state, and local laws.

The AED for Older Adult Services will oversee an inspiring array of center-based and community programs for adults aged 60 and above. This role offers ample opportunity to pursue initiatives creatively and strategically, focusing on program excellence, intergenerational programming, participant satisfaction, and outcome measurement.

The AED will balance competing priorities, including programmatic excellence, talent management, partnership development, fundraising, contract compliance, and financial management. Success in this role will require strong departmental systems and strategic delegation of tasks.

Ideal Candidate Profile

The ideal candidate will embrace and promote QCH's Mission and Vision, and act as a champion for Older Adult Services both at QCH and citywide. They will also have:

- Significant experience in the human services field, including an understanding of services for older adults.
- Experience in crafting and managing budgets with a focus on quality and constituent services.
- The skills and entrepreneurial energy needed to seek out opportunities for innovative and sustainable program enhancements.
- A successful track record managing and supporting supervisory staff.
- The comfort and ability to cultivate and maintain successful relationships with external stakeholders.
- The ability to use data to inform decision making.
- Experience being part of a team developing funding proposals.
- Experience working with government funders.

Primary Responsibilities

The AED for Older Adult Services will:

- Supervise a team currently comprised of three direct reports, including a Division Director of Older Adult Centers and a Division Director of Services for Homebound Seniors.
- Oversee a budget of approximately \$11 million and roughly 90 employees.
- Ensure staff's understanding and adherence to QCH's mission and vision.
- Build strong relationships with external service providers, elected officials, the media, and other community institutions.
- Manage programs with a deep commitment to excellence and lead continuous quality improvement efforts for all programs, with a focus on achieving measurable strategic objectives.
- Develop and implement a strategic growth plan for the division that aligns with the organization's overall strategic plan.
- Support the government and foundation fundraising strategy for the Older Adult Services division, working closely with the Executive Team.
- Develop, implement, and manage program and division budgets strategically for optimal use of resources in support of QCH's mission and vision, with the support of QCH's fiscal team.
- Provide contract oversight and ensure contract compliance.
- Represent QCH in citywide and statewide advocacy efforts and with technical assistance providers and other intermediaries to ensure QCH and participant concerns are addressed.
- Work with the Board of Directors as needed to connect Board members to programs.
- Share responsibility with the Executive Team for agency leadership, including planning, program development, staff development, fundraising, public relations, community building, and resource development.

Compensation and Benefits

The first-year salary range for this position is \$130,000 to \$150,000, plus a comprehensive benefits package that includes medical, dental, and vision offerings, life insurance, flexible spending accounts, and a 403b plan. QCH values health and wellness, offering staff up to 27 annual leave days (22 in the first year), 12 sick days, and most federal holidays. Additionally, QCH provides various professional development opportunities.

QCH's Older Adult Services

The Older Adult Services division at QCH focuses on supporting older adults to remain healthy, active, and connected to their community. QCH seeks to integrate its programming for older adults with other agency activities, to build intergenerational connections, and to engage older adults in organizing and advocacy work. The Older Adult Services division includes:

- Six (6) Older Adult Centers (serving 7,000 older adults each year), under contract with the NYC Department for the Aging, including the Queens Center for Gay Seniors, the first and only LGBTQ+ Senior Center in Queens.
- Older Adult Case Management Services for homebound seniors.
- Home Delivered Meals, delivering approximately 700 meals per day to homebound seniors.
- A Social Adult Day Program in QCH's Forest Hills Community Center.
- A Naturally Occurring Retirement Community (NORC) program, also based in the Forest Hills Community Center.

About QCH

QCH's programs serve residents of all ages, classes, races, and ethnicities while supporting the viability of neighborhoods and the borough. Its mission is to provide individuals and families with the tools to enrich their lives and build healthy, inclusive communities. QCH provides programs for children, teens, adults, and older adults at 40 program sites in 15 different neighborhoods across the borough, serving 25,000 people each year. QCH's annual operating budget is approximately \$44 million.

QCH's programs are designed to promote equal access to opportunities for low-income and immigrant families, and to break down barriers of race and class by serving a broad array of Queens residents. QCH is a modern interpretation of the traditional settlement house, with a focus on integrating its diverse programs to better serve individuals, families, and whole communities. QCH is a strong and growing agency deeply committed to social and economic justice, cost-effective management, impact measurement, and continuous improvement.

To Apply

QCH has engaged Schall & Russo Planning Works, LLC to assist with this search. Interested candidates should email (noting "QCH, AED" in the subject line) a thoughtful cover letter and resume, in confidence, to: Steven Schall, Schall & Russo Planning Works, sschall@schallrusso.com.