

Associate Executive Director for Older Adult Services, Queens Community House



Summary of the Position

Queens Community House (QCH), one of the borough's premiere social service organizations, seeks an **Associate Executive Director (AED) for Older Adult Services**. As a member of the QCH Executive Team, reporting to the Executive Director, the AED for Older Adult Services will lead and shape the overall vision and strategy of the division, as well as contribute to the strategic leadership of a multi-site, multi-service settlement house.

QCH serves racially and economically diverse neighborhoods of Queens and highly encourages applications from people of color and diverse identities. QCH is committed to equal employment opportunities to all employees and applicants for employment without regard to race, color, religion, gender, sexual orientation, gender identity or expression, national origin, age, disability, genetic information, marital status, amnesty, or status as a covered veteran in accordance with applicable federal, state and local laws.

QCH is seeking a dynamic leader with significant human services experience including experience working with or on behalf of seniors. The AED for Older Adult Services will inherit an inspiring array of center-based and community programs for adults age 60 and above. The AED for Older Adult Services will have ample opportunity to pursue initiatives and think creatively and strategically about program excellence, intergenerational programming, participant satisfaction and outcome measurement.

Candidates should have demonstrated the ability to balance competing priorities including contract compliance, budgeting, programmatic excellence, talent management and partnership development. Strong departmental systems and strategic delegation of tasks will be critical to success in this role.

The ideal AED for Older Adult Services candidate is someone who:

- Embraces and promotes QCH's Mission and Vision;
- Acts as a champion for Older Adult Services at QCH and citywide;
- Offers significant experience in the human services field and understands services for older adults;
- Has the skills and entrepreneurial energy to seek out opportunities for innovative and sustainable program enhancements;
- Brings a successful track record of managing and supporting supervisory staff;
- Has experience crafting and managing budgets with a focus on quality and constituent services;
- Is eager and able to cultivate and maintain successful relationships with external stakeholders;
- Has experience strategizing, writing, and editing funding proposals as part of a team; and
- Has the confidence and humility to collaborate with and add value to a strong team.

Primary Responsibilities

The AED for Older Adult Services has the following primary responsibilities:

- Supervise two (2) members of the Older Adult Services Leadership Team and oversee a budget of approximately \$7 million and roughly 60 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;
- Develop and implement a strategic growth plan for the division that aligns with the organization's strategic plan alongside the Executive Director and the Chief Strategy Officer;
- Support the government and foundation fundraising strategy for the Older Adult Services division working 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 on citywide and statewide advocacy efforts and with technical assistance providers and other intermediaries to ensure QCH and participant concerns are heard and addressed;
- Work with Board of Directors as needed to connect Board members to programs; and
- Share responsibility with 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 \$120,000 to \$130,000 plus a benefit package that includes medical/dental/vision offerings, life insurance, flexible spending accounts, and a 403b plan. QCH values health and wellness too and as such staff can earn up to 27 annual leave days (22 in your first year), 12 sick days, and enjoy most federal holidays as well as an array of 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 the following programs:

- Five (5) Older Adult Centers under contract with the NYC Department for the Aging, including the Queens Center for Gay Seniors, the first and only LGBT Senior Center in Queens;
- Older Adult Case Management Services for homebound seniors;
- Home Delivered Meals, delivering approximately 700 meals per day to homebound seniors;
- Social Adult Day Program in QCH's Forest Hills Community Center; and
- Naturally Occurring Retirement Community (NORC), 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 as a whole. 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 32 program sites in 14 different neighborhoods across the borough, serving 25,000 people each year. QCH's annual operating budget is approximately \$28 million.

QCH's programs are designed to promote equal access to opportunity 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.

Staff Vaccination Policy

To help maintain the health and safety of the Queens Community House community, all staff are required to be up-to-date with vaccinations against COVID-19, unless an employee qualifies for an exemption for religious, personal, or medical reasons. As part of an offer of employment, the final candidate is required to be vaccinated as a condition of employment, unless an exemption applies.

To Apply

QCH is a passion-led, mission-driven organization, one that looks to continually enrich the lives of its diverse member community. Please consider joining QCH.

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