



Lenox Hill Neighborhood House

343 East 70th Street
New York, NY 10021

ASSISTANT DIRECTOR OF SOCIAL SERVICES (WEEKEND WORK REQUIRED) CENTER @ LENOX HILL NEIGHBORHOOD HOUSE

Lenox Hill Neighborhood House, widely recognized as one of New York's premier human services providers located on the East Side of Manhattan, was selected to operate one of New York City's eight new Innovative Senior Centers. We are seeking an **Assistant Director of Social Services (Weekend work required)** to help execute and implement our vision for this program which began on January 1, 2012. Our pioneering and vibrant center, called the *Center @ Lenox Hill Neighborhood House*, operates out of our former 70th Street Senior Center space. The *Center* hosts an incredible array of expansive programming that is attracting 400 seniors from diverse backgrounds and abilities (from the very active to the very frail) 365 days a year—8 a.m. to 8 p.m.—while providing a broad range of invaluable public health, case management, fitness and aquatics, health and wellness, arts and culture, education and socialization activities.

Center members may take exercise classes like Zumba, Yoga or Pilates every morning, use our beautiful pool, eat locally-sourced, organic food, hang out in an inviting café-like setting, learn how to use Facebook in our state-of-the-art computer lab, see a nurse every week from the Visiting Nurse Service, take a workshop on financial security, meet with our legal team to prepare their Advance Directives, enjoy horticultural therapy with the Rusk Institute and our 4-year olds on our Green Roof and take part in our Urban Shutterbugs Class. Case management assistance and wellness programs are provided all the time.

The Assistant Director of Social Services will be a key team member at the *Center @ Lenox Hill Neighborhood House*. S/he will be responsible for hundreds of hours of case assistance a year which will include providing information relating to health benefits, basic services (accessing MTA services, reduced utility charges) and economic needs (such as food stamps). The Assistant Director of Social Services must be adept in understanding concerns of our older adult clients with a familiarity and knowledge of many of the specific issues that our clients face – medical, mental, functional and economic. S/he will be responsible for ensuring that initial intakes, all assessments for depression and substance abuse and necessary follow-up take place and are conducted properly. The Assistant Director of Social Services will also work with the *Center's* staff to take primary responsibility for addressing member complaints, resolving conflicts and following up with appropriate responses.

The Assistant Director of Social Services must be adept at both identifying the member issues needing assistance and then connecting the member to the appropriate resources both within Lenox Hill Neighborhood House and in the broader community. The Neighborhood House has exemplary legal services, with expertise in housing issues, Medicare and Medicaid needs and Food Stamps. The Neighborhood House also operates an Economic Security Initiative which is another resource for our members with economic needs. We also offer English as a Second Language, as well as computer courses, all of which might also be beneficial to members.

In addition to oversight of the administration of all case assistance, the Assistant Director of Social Services will be expected to help administer day-to-day operations of the *Center @ Lenox Hill Neighborhood House* and

ensure they are conducted in accordance with our high performance standards and government regulations. In addition, the Assistant Director of Social Services will work closely with Neighborhood House staff from a variety of departments and disciplines as well as staff from other local senior service providers in the community. It is essential that this individual possess the style, stature and interpersonal skills to work effectively with many diverse backgrounds to bring Lenox Hill Neighborhood House to its next level of excellence. The Assistant Director of Social Services will also be responsible for working closely with the Advisory Council, a group of *Center* members elected by their peers, who meet regularly to provide guidance about ways to further improve the operations of the *Center* and its activities.

The Assistant Director of Social Services should possess superlative social work skills. S/he should have experience working with older adults and be experienced with many of the needs this population faces daily. S/he should have a combination of supervisory, managerial, administrative and direct service skills and a commitment to working with seniors to improve their quality of life. The Assistant Director of Social Services should be extremely compassionate, understanding, energetic, organized and self-motivated, and also be very creative and thoughtful in how to address clients' needs. S/he must have great communication and team-building skills, a collaborative nature and experience in a not-for-profit setting preferred. Any candidate must be willing and able to work a nontraditional, flexible schedule which will include weekends and some holidays. All candidates must have a Masters in social work, public health, counseling or psychology, and applicable work experience.

Please email a resume and cover letter explaining your interest in the position and qualifications to ISC@lenoxhill.org. Please also set forth your salary expectations.