

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

**CITYWIDE VACANCY NOTICE**

|                      |                                                           |                      |                                                                      |
|----------------------|-----------------------------------------------------------|----------------------|----------------------------------------------------------------------|
| Civil Service Title: | <u>Community Coordinator</u>                              | Salary:              | <u>\$62,868* - (Non-City minimum)<br/>\$72,298**- (City minimum)</u> |
| Title Code:          | <u>56058</u>                                              | Number of Positions: | <u>1</u>                                                             |
| Office Title         | <u>Elder Justice Specialist</u>                           | Work Location:       | <u>2 Lafayette Street, NYC</u>                                       |
| Division/Work Unit:  | <u>Bureau of Social Services/ Office of Elder Justice</u> |                      |                                                                      |

**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 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.

The Elderly Crime Victims Resource Center (ECVRC) provides resources, referrals, and supportive services to older adults who have been impacted by crime citywide. These crimes can include financial fraud and scams, harassment, robberies, and assaults. ECVRC staff work to address the impacts of crime and support older adults' recovery and resiliency via services that include: crisis intervention and safety planning, short-term case management, mental health assessments and counseling referrals, advocacy, linkage to criminal justice system/NYPD contacts, guidance on filing financial/fraud complaints with state and federal entities, and referrals to a variety of support services to address client needs. ECVRC also assists older adults in completing applications to the NY State Office of Victims Services (OVS) for potential reimbursement of crime-related expenses/losses. Additionally, the unit aims to enhance the safety of older adults via community outreach and engagement activities, and provides case consultation and training to other NYC Aging programs, contracted providers and community partners

NYC Aging's Office of Elder Justice seeks a highly motivated, organized, and detail-oriented individual to provide crime support services to older adults aged 60 and above citywide, as detailed above. ECVRC services are primarily delivered over the phone or via "walk ins" or scheduled appointments at NYC Aging's office. Staff may travel throughout the city for presentations and community engagement events.

Under supervision, with latitude for independent work with wide latitude for independent action, the Elder Justice Specialist will serve a key role within the unit providing information, referrals, and direct services to older adult victims of crime. They will work in collaboration with the ECVRC team as well as contracted service providers, law enforcement, legal services and victim service organizations to provide optimal case coordination and support. The responsibilities include but are not limited to the following:

- Receive and respond to ECVRC Intake Line calls from older adults, collaterals, or professional staff seeking information or program assistance.
- Conduct telephonic outreach to older adult crime victims with the aim of assessing needs and engaging them in services.
- Provide callers and/or clients with information and referrals to a wide range of both NYC Aging and external community services and resources.
- Assess older adults for ECVRC eligibility, conduct intakes and complete all necessary documentation and screenings within the electronic client record' maintain all required program reports and trackers.
- Provide crime-related case management, advocacy, and follow up as indicated to address post-crime needs and ensure linkage to other services for ongoing assistance.
- Maintain knowledge of available resources, programs, and services for older adults and crime victims.
- Collaborate with NYPD, District Attorney's offices, elder abuse service providers, and other criminal justice and community partners to ensure optimal support for older adults.

- Assist clients with applications for reimbursement of crime-related losses/expenses through the NYS Office of Victim Services, submit completed applications and collaborate with OVS staff as needed to ensure approval.
- Represent ECVRC at various community events and deliver presentations to older adult audiences, professional staff and/or community partners on topics related to elder crime and ECVRC services.
- Prepare electronic and physical mailings to callers and clients with relevant resources and/or applications.
- Maintain confidentiality of all client-related materials and documents.
- Ensure linkages of older adults experiencing elder abuse to NYC Aging's contracted elder abuse service providers.
- Meet with "walk ins" who present to NYC Aging's office seeking information and services related to elder crime and abuse.
- Support special projects as assigned by the ECVRC Director.
- May serve as supervisor to college aids, students, or volunteers.

\*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 and two years of experience in community work or community centered activities in an area related to the duties described above; or
2. High school graduation or equivalent and six years of experience in community work or community centered activities in an area related to the duties as described above; or
3. Education and/or experience which is equivalent to "1" or "2" above. However, all candidates must have at least one year of experience as described in "1" above.

#### **Preferred Skills:**

- Experience working with older adults and/or individuals impacted by crime, abuse, or trauma strongly preferred
- Experience providing case management and/or resource navigation strongly preferred
- Experience delivering presentations and/or engaging in community outreach preferred
- Strong time management and organizational skills with ability to effectively triage and manage multiple tasks while ensuring high quality of work preferred
- Strong oral and written communications skills and ability to communicate/collaborate with various levels of Agency staff, contracted agencies, and community partners preferred
- Knowledge of city resources, entitlements, and benefits available to older adults preferred
- Experience delivering presentations and/or engaging in community outreach preferred
- Bilingual (especially Spanish, Mandarin, or Cantonese) preferred
- Master's degree in social work, mental health, or related fields preferred
- Proficiency in Microsoft Office Suite (Word, Excel, PowerPoint) a plus
- SIFI certification and ability to supervise/manage interns a plus
- Knowledge of or experience working from a person centered, trauma informed (PCTI) framework a plus

**NOTE: NEW YORK CITY RESIDENCY IS REQUIRED FOR THIS POSITION.**

#### **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 #747550

All other applicants, please go to [www.nyc.gov/careers/search](http://www.nyc.gov/careers/search) and search for Job ID #747550

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

Posting Date: **October 24, 2025**

Post Until: **Filled**

JVN No. **125-26-12 CW**