

Position Description

Deputy Commissioner for Senior Services (AAA Executive Director)

Department of Family and Support Services

Budgeted Salary \$119,148

Mission

Working with community partners, we connect Chicago residents and families to resources that **build** stability, **support** their well-being, and **empower** them to thrive.

Background - Department of Family and Support Services (DFSS)

DFSS is the largest human and social service funder in the City of Chicago. The department serves approximately 300,000 vulnerable Chicagoans every year through 7 service areas: children and youth services, human services, workforce, seniors, domestic violence and homelessness. The department provides critical services through its network of 360 not-for-profit agencies with an operating budget of \$481 million in federal, state and local funding.

Senior Services Division

The department's Senior Services Division serves as the Area Agency on Aging for the City of Chicago. In that capacity they administer a variety of programs designed to address the diverse needs and interests of older Chicagoans, from those who are healthy and active, to those who are frail and homebound. The Senior Services Division provides direct services through staff located at six Regional Senior Centers that serve as community focal points for information and assistance, senior health promotion services, lifelong learning opportunities, social engagement and recreation. The department also funds delegate agencies to oversee 15 satellite senior centers that offer opportunities for cultural enrichment, health and fitness, and education. Additionally, the Senior Services Division partners with service providers who specialize in meeting the needs of aging adults by providing meals, caregiver support services, case management and benefit counseling. The Senior Services Division has an annual budget of \$30 million. A sizeable portion of this funding is granted to community partners through a competitive grant making process. The Senior Services Division funds over 15 programs serving over 100,000 individuals across nearly 30 delegate agencies impacting every Chicago neighborhood. There are approximately 75 positions in the division.

Evolving Role of Deputy Commissioner

The role of the Deputy Commissioner is continually evolving within the City of Chicago and as a key programmatic division of the department. There are five areas that require both strategic and tactical leadership and an ability to conduct an annual assessment of the division's opportunities and challenges. These include:

- Ability to adapt annually to new opportunities without sacrificing program quality or operational excellence.
- Ability to bring depth to existing initiatives and create innovations that drive better outcomes for and focus on best practices and evidence.
- Serve as the expert and spokesperson for senior services including presentations to the Mayor's Office, funders, media and aldermen.
- Deliver annual goals with an eye toward future planning with a 2-3-year planning cycle.
- Lead the division's shift from outputs to outcomes as part of the department's strategic framework.

Key Functions

Under the direction of the First Deputy Commissioner, the Deputy Commissioner of Senior Services is responsible for implementation and oversight of the senior service division portfolio which includes Senior Centers, Aging and Disability Resource Network, Health Promotion, Nutrition, Area Plan, In Home & Support Services, Elder Rights, Social Isolation and Special Initiatives. This approach is delivered in partnership with DFSS staff that provide direct services and community-based organizations.

Position responsibilities include:

- **Program Management – 40%**

Planning and establishing senior services goals and objectives in compliance with overall departmental goals and grantor requirements as they relate to the overall well-being of helping Chicago’s older adults to live independently in their own communities and homes for as long as possible and ensuring that those who reside in institutions are treated with dignity and care. In addition, this position is responsible for setting strategy and ensuring resources are linked to those in need. There are four direct reports for the position that include a Deputy Commissioner of Centers, a Manager of Family and Support Programs, a Supervisor of Social Isolation and a Staff Assistant.
- **Program Performance and Grant Reporting - 40%** - This position will be the lead administrator to ensure that fiscal and programmatic grant requirements are met for the various grants that DFSS receives. Key funders include the Administration for Community Living (ACL) and the Illinois Department on Aging (IDOA). The position will also provide leadership and support to various programmatic areas by ensuring that project timelines, performance reports and overall coordination of senior activities is occurring. Provide support to the vast network of delegate agencies engaged in senior services. Provide management support to the senior leadership staff within senior services to assist with problem-solving, funding issues and address service gaps were needed;
- **Outreach and Partnerships – 10%**

Create new and maintain existing relationships with the aging network resources within the City, State and Federal level. Represent the department and/or the Senior Services Division at partnership meetings with delegate agencies, state, federal and local senior advocates. Provide knowledge of the overall senior community to provide the highest level of programming to the older citizens of the City. Working collaboratively with local and national senior service advocates, city departments, sister-agencies and the City’s vast network of community partners to deliver a comprehensive strategy to serve Chicago’s adult residents.
- **Other – 10%**
 - Setting the strategic direction for new programs and initiatives that can support identified gaps and opportunities.
 - Identifying best practices and broadly sharing models with a vast network of service providers by engaging in active contract management with internal teams and external providers.
 - Leading staff who are responsible for working cross-functionally with administrative and support divisions including finance, contract management, grants, human resources, monitoring, policy and communications.
 - Coordinating with leading local and national research partners to design program evaluations and analysis to improve services.

Minimum Qualifications

- Graduation from an accredited college or university with a bachelor’s degree in business, social work or public administration preferred or a directly related field and supplemented by 8-10 years of managerial or project management experience;
- 5 plus years in management of social services programs preferably with an emphasis in aging and/or older adults;
- Proven track record in developing programs including outcome measures, research questions and evaluation criteria;
- Knowledge of grant making including the development of proposals, selection criteria and evaluation tools with the ability to make annual funding recommendations;
- Working knowledge of budget and project development/management;

- Substantial, progressively responsible supervisory and staff development experience, which demonstrates the ability to administer a major division of a DFSS;
- Ability to work collaboratively with other leading social service partners including city and sister-agencies;
- Ability to develop and maintain robust partnerships that further the City's older adult goals and priorities;
- Ability to plan and convene large groups of internal and external stakeholders;
- Knowledge of logistics and coordination of senior services programming;
- Strong political acumen, especially in addressing critical needs for in a resource constrained environment; and
- Proven ability to make presentations in a variety of settings, and to speak and write effectively.

Residency Requirement: All employees of the City must be actual residents of the City as outlined in 2-152-050 of the City Chicago Municipal Code. Proof of residency will be required.

If you would like to request a reasonable accommodation due to disability or pregnancy in order to participate in the application process, please contact the City of Chicago, Department of Human Resources, at 312-744-4976 (voice) or 312-744-5035 (TTY). Please be prepared to provide information in support of your reasonable accommodation.

ALL REFERENCES TO POLITICAL SPONSORSHIP OR RECOMMENDATION MUST BE OMITTED FROM ANY AND ALL APPLICATION MATERIALS SUBMITTED FOR CITY EMPLOYMENT.

Individuals interested in this position should send their resume to the following:

Monica Rafac
Deputy Commissioner Human Resources and Facilities
Department of Family and Support Services
Monica.rafac@cityofchicago.org

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City of Chicago
Lori Lightfoot, Mayor